



# Inter-Tel 7000

## Model 8662 User Guide





# QUICK REFERENCE GUIDE FOR FREQUENTLY USED FEATURES

This guide provides basic instructions for frequently used system features. Refer to the user guide for more information on these and other features.

## PLACING AN EMERGENCY CALL

### IMPORTANT

Before using your endpoint, contact your system administrator to make sure your system is correctly configured for emergency service.

Dial **9 1 1** (**9 9 9** / **1 1 2** Eur.) to place an emergency call. You do not have to select an outside line first.

If your endpoint is locked, you can still use it to dial emergency service numbers. Press **#** after dialing the emergency service number to immediately place the call (**9 1 1 #**). Otherwise, there will be a 4-second system pause before the system places the call. Refer to *Locking Your Endpoint* in the Advanced Features section of the user guide for more information.

## PLACING AN INTERCOM CALL

With or without the handset lifted, dial the subscriber's extension number. When using Auto Answer, speak when the intercom (IC) confirmation appears.

## PLACING AN OUTSIDE CALL

1. With or without the handset lifted, do one of the following:
  - Press **OUTGOING**.
  - Press the **OUTGOING** menu button.
  - Press the Outgoing Call access code (**9**).
2. Dial the number. If you enter an incorrect digit, press **◀ MUTE** to move the cursor backward, deleting the last digit(s) entered.

## ANSWERING A CALL

To answer a call, do one of the following:

- Lift the handset.
- Press **LINE**.
- Press **ANSWER**.
- Press the **ANSWER** menu button.
- Press **◀**.

To answer a waiting call, either end your current call or place it on hold. Then answer the call as described above.

## REDIALING A NUMBER

To redial the last number called: Press **REDIAL** or ∞ **0 0**.

## PLACING A CALL ON HOLD

While on the call, press **HOLD** or the **HOLD** menu button

To return to the call, press **HOLD** or the flashing **LINE** button.

## TRANSFERRING A CALL

1. While on the call, press **TRANSFER** or the **XFR** menu button.
2. *If you are transferring the call to a subscriber, dial the extension number.*  
*If you are transferring the call to an outside number, press **OUTGOING** or **9** to connect to an outgoing line, and then dial the number.*
3. Wait for an answer, announce the call (if desired), and then hang up.

If the extension transferred to is unavailable, press the flashing **LINE** button to return to the caller.

## PLACING A CONFERENCE CALL

1. While on the first call, press **CONF** or the **CNF** menu button to place the call on hold.
2. Add the conference parties:  
*If you are adding subscribers:*
  - a. Dial the extension number, and then announce the conference.
  - b. Press the flashing **CONF** button or the **CNF** menu button to add the party to the conference.  
*If you are adding outside parties:*
  - a. Press **OUTGOING** or **9**.
  - b. Dial the number, and then announce the conference.
  - c. Press the flashing **CONF** button or the **CNF** menu button to add the party to the conference.
3. After gathering all conference parties, press the flashing **CONF** button or the **CONN TO CNF** menu button to start the conference.

## PAGING SUBSCRIBERS

1. Press **PAGE** or ∞ **7 5**.
2. Enter the page group number.
3. Place the page announcement, and then hang up.

USING REACH ME

- 1. Press the **REACH ME** menu button or **5 6 0**.
- 2. Press the **BROWSE** menu button, and then **NEXT/PREVIOUS** menu button or **[Left] [Right]** to scroll through the options.
- 3. Press the **ACCEPT** menu button or **#** to accept the Reach Me setting.  
If you selected **FORWARD TO**, enter the extension or outside number, and then press the **ACCEPT** menu button or **#** to accept the setting.

USING HOT RULES

- 1. While on a call or while a call is ringing, press the **HOT RULES** menu button.
- 2. Do one of the following:
  - Press the **APPLY** menu button or **#** to accept the Hot Rule.
  - Press the **NEXT/PREVIOUS** menu button or **[Left] [Right]** to scroll through the options, and then press the **APPLY** menu button or **#**.If you selected current location, enter the extension number, or press **OUTGOING**, and then enter the outside number.

CHANGING YOUR STATUS

- 1. Press **STATUS** or the **STATUS** menu button.
- 2. Press the **BROWSE** menu button, and then press the **NEXT/PREVIOUS** menu button or **[Left] [Right]** to scroll through the options.  
If the status includes a time, date, or forwarding number, enter the information using the dialpad buttons. See the following table for dialpad button character descriptions.
- 3. Press the **ACCEPT** menu button or **#** to set the status.

	NUMBER OF TIMES BUTTON IS PRESSED (IN ALPHA MODE)												
BUTTON	1	2	3	4	5	6	7	8	9	10	11	12	13
1	1	!		'	:	;	,	/	\	>	<	)	(
2	A	B	C	2	a	b	c						
3	D	E	F	3	d	e	f						
4	G	H	I	4	g	h	i						
5	J	K	L	5	j	k	l						
6	M	N	O	6	m	n	o						
7	P	Q	R	S	7	p	q	r	s				
8	T	U	V	8	t	u	v						
9	W	X	Y	Z	9	w	x	y	z				
0	0	.	@	#	*	-	_	&	%	=	\$	~	+



## LEAVING TEXT MESSAGES

1. Do one of the following:
  - Press **MESSAGE**, and then press the **LEAVE MESSAGE** menu button.
  - Press **∞ 5 2 0**.
2. Dial the extension number.





## CANCELING A SENT TEXT MESSAGE

1. Do one of the following:
  - Press **MESSAGE**, and then press the **CANCEL MESSAGE** menu button.
  - Press **∞ 5 2 2**.
2. Dial the extension number.
3. Press the **DELETE** menu button or **1** to cancel the message.

## VIEWING, REPLYING TO, OR DELETING A TEXT MESSAGE

1. While the handset is on-hook, press **MESSAGE** or the **VIEW MESSAGE** menu button. Then lift the handset if desired.
2. If there is more than one message, press the **>>/<<** menu button or   to scroll through the messages. Press the **VIEW TEXT** menu button to view the message.
3. Press the **REPLY** menu button or **1** to call the subscriber, or press the **DELETE** menu button or **2** to delete the message.

## USING YOUR CALL LOG

1. Press **CALL LOG** or the **CALLS** menu button.
2. Select one of the following options:
  - Press **1** or the **MISSED CALLS** menu button for missed calls.
  - Press **2** or the **INCOMING** menu button for incoming calls.
  - Press **3** or the **OUTGOING** menu button for outgoing calls.
3. Press the **NEXT/PREVIOUS** menu button or   to scroll through the options.
4. *If the call is from an outside caller,* press the **CALL** menu button or **#** to dial the number.  
*If the call is from a subscriber,*
  - a. Press the **CONTACT** menu button or **#** to display the Outbound Communication menu.
  - b. Press the **NEXT/PREVIOUS** menu button or   to scroll through the options.
  - c. Press the **CONTACT** menu button or **#** to activate the selection.

# ACCESSING YOUR MAILBOX

## NOTE

The following instructions include Automatic Speech Recognition (ASR) spoken commands, which can be used instead of pressing the dialpad buttons if ASR is enabled for your system.

Contact your system administrator for the voice mail number and password.

**To access your mailbox:** Dial the system voice mail number, and then enter your password when prompted. If you are not prompted for your password, press **\***, and then enter your password. Press **#** to accept the entry.

## LISTENING TO VOICE MAIL MESSAGES

You can listen to all voice mail messages in your mailbox, or you can select a specific (new) message.

DURING THE MESSAGE		AFTER THE MESSAGE	
BACK UP	<b>1</b>	REPLAY	<b>1</b>
PAUSE	<b>2</b>	FORWARD	<b>3</b>
MOVE FORWARD	<b>3</b>	GO TO PREVIOUS	<b>4</b>
SAVE	<b>7</b>	GO TO NEXT	<b>6</b>
DELETE	<b>9</b>	SAVE	<b>7</b>
SKIP TO END	<b>#</b>	DELETE	<b>9</b>


### To listen to all messages:

1. Access your mailbox as described above.
2. *If E-Mail Reader is enabled for your mailbox*, press **1** or say “Voice Mail.”

*If E-Mail Reader is not enabled for your mailbox*, skip this step.

3. Select one of the following:
  - Press **1** or say “New” to listen to new messages.
  - Press **3** or say “Saved” to listen to saved messages.

### To listen to a specific message (Message button and lamp are flashing):

1. While the handset is on-hook, press **MESSAGE** or the **VIEW MESSAGE** menu button. Then lift the handset if desired.
2. If there is more than one message, press the **>>/<<** menu button or  to scroll through the messages.
3. Press the **LISTEN** menu button or **#** to connect to your mailbox, enter your password, and then press **#**.

## FEATURE CODES

Press ∞ before entering the feature code.

FEATURE NAME	CODE	FEATURE NAME	CODE
Agent Help Request	84	Last Call Return	69
Agent Help Reject	62	LCD Contrast Level	39
Annoyance Call Trace	57	Location Information	610
Auto Answer Incoming – On/Off	432	Location Validation	611
Auto Answer Outgoing – On/Off	382	Lock Endpoint	31
Auto Line Answer – On/Off	322	Message Menu	521
Auto Redial	35	Mute – On/Off	33
Background Music – On/Off	51	Off-Hook Voice Announce	59
Barge-In	81	Outbound Caller ID – Block	67
Billing Code – Enable	50	Outbound Caller ID – Unblock	82
Caller ID On/Off	34	Page	75
Call Log – Select Type	410	Personal Assistant	64
Call Park	98	Queue (Callback) Request	44
Call Park Pick Up	99	Reach Me – Follow Rules	564
Clear Alarm – Current	631	Reach Me – Select Type	560
Clear Alarms – All	630	Record-A-Call	85
Conference	55	Record-A-Memo	58
Contacts – Search	301	Redial	00
Contacts – Select Type	300	Send to Destination	48
Direct Account Access	97	Silent Monitor	80
Direct Endpoint Access	96	Silent Monitor – Barge In	91
Directed Call Pickup	53	Speed Dial – Station	01–19
Display User Info/Time/Date	65	Speed Dial – System	200–299
Group Call Pickup	54	Station Monitor	83
Group Listen – On/Off	492	Status	89
Headset – On/Off	402	Text Message – Delete	522
Hold	36	Text Message – Send	520
Hot Desking – Log In/Log Out	872	Transfer on Connect	79
Hot Rules	42	Transfer to Hold	46
Hunt Group – Log In/Log Out	882	Transfer to Ring	45
Hunt Group – Wrap Up	86	Voice Mail Message – Leave	93



## NOTICE

This user guide is released by Inter-Tel, Inc. and provides information necessary to use the Model 8662 endpoint. The guide contents, which reflect current Inter-Tel standards, are subject to revision or change without notice.

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware, software, or system administrator assistance.

**For sales, service, or technical support, contact your local authorized Inter-Tel provider:**

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Enter provider information above

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## REGULATORY INFORMATION

### Product Disposal Instructions



This symbol indicates that the product is classified as electrical or electronic equipment and should not be disposed of with other commercial or household waste at the end of its working life. For appropriate disposal and recycling instructions, contact your local recycling authority or Inter-Tel provider.

*The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) was established by the European Union to minimize negative impact on the environment, control hazardous substances, and curtail landfill expansion by using the best available recovery and recycling techniques.*

### FCC Regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by powering the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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# Getting Started

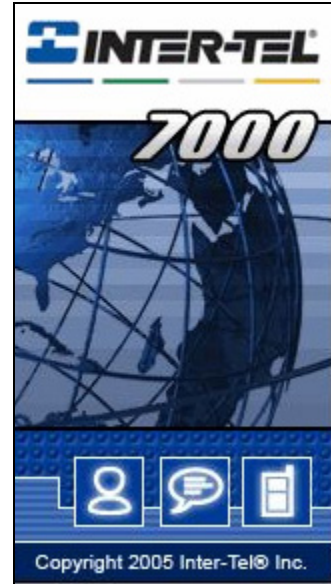
## WELCOME

The instructions in this user guide are for using the Model 8662 Session Initiation Protocol (SIP) endpoint\* on the Inter-Tel® 7000 Network Communications Solution.

The removable *Quick Reference Guide* is an overview of frequently used features.

This guide includes the following sections:

- **Getting Started:** An overview of the endpoint, how to set up your endpoint, and how to initialize your voice mail account.
- **Basic Features:** How to use common endpoint features such as answering and placing calls, features used while on a call, and using messages.
- **Advanced Features:** How to use advanced features such as presence management, advanced subscriber tools, and hunt groups.
- **Voice Mail Features:** How to use voice mail features, including advanced voice mail tools such as Automatic Speech Recognition (ASR) and E-Mail Reader.
- **Troubleshooting Tools:** Tips and tools to help troubleshoot possible problems.



### NOTICE

Because many endpoint features can be programmed to perform expanded or different tasks, some features may work differently than the descriptions in this guide. Contact your system administrator for more information on how your system varies.

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\* The term “endpoint” describes an entity on one end of a Transmission Control Protocol/Internet Protocol (TCP/IP) connection. In this context, this guide uses the term endpoint to describe the Inter-Tel 7000 family of digital and IP phones.

## INTER-TEL PERSONAL COMMUNICATOR

Inter-Tel Personal Communicator is an integrated software component of the Inter-Tel 7000 Network Communications Solution and adds advanced features to your system, including:

- **Presence management:** Change your status and availability (see [page 27](#)).
- **Call routing:** Route calls based on preset conditions (see [page 29](#)).
- **Contacts:** Connect to others using contact features (see [page 37](#)).
- **Messages:** Contact other subscribers using text messages, voice mail messages, and instant messages\* (see [page 25](#)).
- **Feature options:** Modify or add settings to system features.

Most Inter-Tel Personal Communicator features can be accessed from your endpoint, however, some features or settings may require at least one of the following portals:

- Inter-Tel Personal Communicator for Web (shown below)
- Inter-Tel Personal Communicator for Windows®
- Inter-Tel Personal Communicator for Internet Explorer®
- Inter-Tel Personal Communicator for Outlook®
- Inter-Tel Personal Communicator for Voice

Except for Inter-Tel Personal Communicator for Voice (see [page 39](#)), this user guide does not include instructions for using portals. For portal instructions, refer to the context-sensitive Help sections included in each portal.



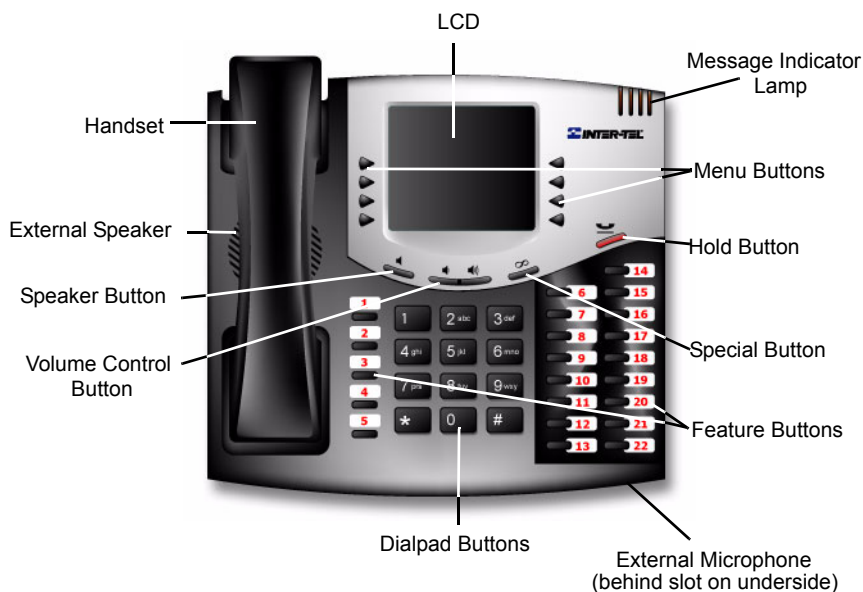
\* Instant messaging may or may not be enabled for your system. Contact your system administrator for more information.



## ABOUT YOUR ENDPOINT

The model 8662 endpoint features include:

- **Liquid crystal display (LCD):** Displays user and system information and a feature menu.
- **Message Indicator lamp:** Indicates message activity.
- **LCD menu buttons:** Select feature options from the LCD.
- **Hold button:** Places calls on hold.
- **Special button:** Activates features.
- **Feature buttons:** Provide quick access to system features.
- **Dialpad buttons:** Used for entering numbers, letters, and symbols.
- **Volume Control button:** Changes volume settings—also used for scrolling through feature options.
- **Speaker button:** Switches from handset to handsfree or headset calls.
- **Handset:** Includes a hearing aid-compatible speaker.
- **External speaker and microphone:** Allow handsfree calls (see [page 14](#)).



### NOTE







This is the default Model 8662 configuration. Your endpoint features may not be programmed or located as displayed above. Contact your system administrator for more information.

## Feature Buttons

Feature buttons provide quick access to commonly used endpoint features. Some default feature buttons are described in the following table.

### NOTE

If your feature buttons are not labeled, or if they are labeled incorrectly, you can print new labels using Inter-Tel Personal Communicator for Web. If necessary, contact your system administrator to have the correct labels installed.

BUTTON	ACTION	PAGE
	Switch between handset and handsfree calls.	<a href="#">14</a>
	Adjust volume settings or scroll through feature options.	<a href="#">9</a>
	Place a call on hold.	<a href="#">20</a>
<b>LINE</b>	Select an outside line or answer a call.	<a href="#">16</a>
	Mute the microphone or backspace when entering dialpad digits.	<a href="#">21</a>
<b>STATUS</b>	Change status settings.	<a href="#">27</a>
<b>PAGE</b>	Place a page.	<a href="#">26</a>
<b>PERSONAL</b>	Access your Personal contact list.	<a href="#">37</a>
<b>DIR</b>	Access the Directory contact list.	<a href="#">38</a>
<b>REDIAL</b>	Redial the last number called.	<a href="#">18</a>
<b>CONF</b>	Place a conference call.	<a href="#">24</a>
<b>TRANSFER</b>	Transfer a call.	<a href="#">22</a>
<b>MESSAGE</b>	View, leave, or retrieve messages or toggle between alpha and numeric modes.	<a href="#">25</a>
	Forward calls or move forward when entering dialpad digits.	<a href="#">29</a>
<b>PARK</b>	Park a call to an orbit number.	<a href="#">20</a>
<b>PICKUP</b>	Pick up (answer) a parked call.	<a href="#">20</a>
<b>CALL LOG</b>	View recent missed, incoming, and outgoing calls.	<a href="#">36</a>
<b>SEARCH</b>	Search the Directory contact list.	<a href="#">38</a>
<b>GROUP</b>	Browse Group contact lists.	<a href="#">37</a>
<b>ANSWER</b>	Answer a call.	<a href="#">14</a>
<b>OUTGOING</b>	Place an outgoing call.	<a href="#">18</a>
	Activate a feature.	<a href="#">13</a>

## LCD and Menu Buttons

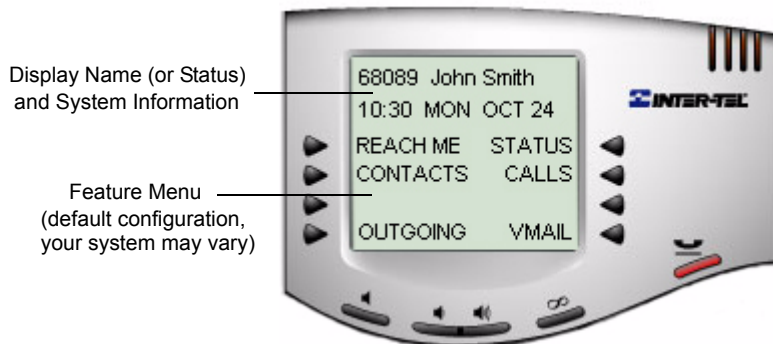
The Model 8662 has a six-line LCD. When the endpoint is idle, the top two lines show user and system information, including:

- Extension number
- Subscriber name
- Time and date
- Call information (during a call)
- Message indication (after receiving messages)

If your status is not set to available (see [page 27](#)), your status setting displays on the first line instead of your display name and extension number. The system time and date or a status return time or date display on the second line.

68089 John Smith 10:30 MON OCT 24	Unavailable 9:00 WED OCT 26
Available Status	Unavailable Status

The bottom four lines display a feature menu, which changes according to the feature you are using. Press the menu button closest to an option to select it.







Some features displayed on the LCD may be abbreviated because the LCD displays only 16 characters on each line. See the following table for feature abbreviations.

ABBREVIATION	WORD/PHRASE
CNF	Conference
CUR LOC	Current Location
DCP	Direct Call Pickup
HOLD CL	Hold Call
LCR	Last Call Received
PKUP	Pickup
VMAIL	Voice Mail
XFR	Transfer

## What You See and Hear

The model 8662 has many audio and visual signals to indicate feature activity. The following are a few helpful tips:

- Feature lamps may be unlit () , lit () , or flashing () to indicate call or feature activity.
- A red lamp indicates that a call is ringing, holding, or active on your endpoint.
- All feature lamps illuminate at the same time for a few seconds when the endpoint is resetting or powering on (see [page 10](#)).
- The following errors may cause an error tone:
  - Pressing an invalid button combination
  - Trying to select a restricted feature
  - Dialing a restricted or invalid number
  - Dialing too slowly between digits
  - Waiting too long before performing the next step
 To correct, hang up and try again.
- Many features “time-out” if you wait too long before performing the next step. If this happens, you must start over.
- “Off-hook” means the handset is lifted—“on-hook” means the handset is in the cradle.
- The Message Indicator lamp flashes when there are waiting messages and duplicates the  button signals.

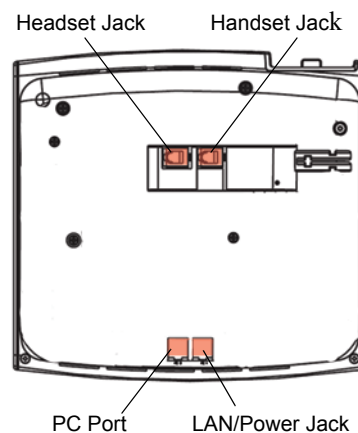


## Endpoint Connectors

The Model 8662 endpoint connectors include:

- **Handset jack:** Connects to a handset.
- **Headset jack:** Connects to a headset.
- **Personal computer (PC) port:** Connects to a PC or another 10/100 Ethernet device.
- **LAN/Power jack:** Connects to a power supply.

Contact your network administrator for more information about the endpoint connectors and supported ethernet devices.



## Power Requirements

### CAUTION

**Endpoint Damage Hazard.** Make sure your endpoint is connected to the proper power supply before using. **Contact your system administrator if you have any questions regarding power requirements.**

The endpoint requires either an individual power supply unit or a centralized power source. The following individual power supply units are compatible with the endpoint:

- Inter-Tel power supply unit (48-volt DC output)—part number 806.1114 (806.1117 in Europe)
- Red Hawk Single Port PowerSense™ (part number 901.0407)
- An industry-standard IEEE 802.3af power supply unit

If your endpoint uses a centralized power over ethernet (PoE) source, DO NOT use an individual power supply unit. If necessary, contact your system administrator for assistance before connecting your endpoint to the centralized power source.

Make sure the endpoint is plugged into an uninterruptible power supply (UPS). If the endpoint is not plugged into a UPS and the power fails, the current call is dropped and the endpoint will not be usable until the power is restored.

## Software and Firmware

### CAUTION

**Endpoint Damage Hazard.** Do not use your endpoint or disconnect it from the power supply during the downloading process.

The Model 8662 comes with preinstalled Inter-Tel software and firmware, but occasional software updates may be required when new versions are available. The endpoint is configured to download the updates automatically.

During the download process, several messages display on the LCD and the feature button lamps illuminate. The download is complete and the endpoint is ready for use when your user information appears.

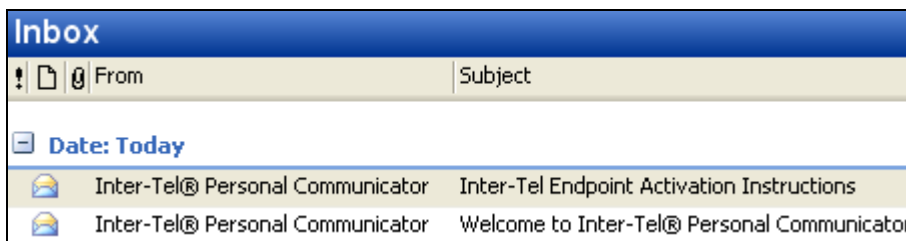
## ENDPOINT SETUP

Your endpoint should be ready to use. If either of the following messages is displayed,

ENTER ACTIVATION  
CODE

ENTER CONFIG  
URL

contact your system administrator for assistance or refer to the Activation and Welcome e-mail messages (as shown in Microsoft® Outlook® below), which contain information to activate your endpoint and enable Inter-Tel Personal Communicator for your account.



## Adjusting the Viewing Angle

You can adjust the endpoint viewing angle according to your preference.

### To adjust the viewing angle:

1. Position the endpoint on a flat surface.
2. Remove the support “feet” from the base holes.
3. Tilt the endpoint to the desired angle.
4. Replace the feet in the holes to secure the position.

## Adjusting the LCD Contrast Level

You can adjust the LCD contrast according to your preference.

### To adjust the LCD contrast:



1. Press **3** **9**.
2. Press or to adjust the contrast. Press the center of the button to save the setting.

## Adjusting Volume Settings

Volume settings for the following features may be adjusted individually as needed:

- Handset
- Headset
- External speaker
- Background music
- Ringer








You must be using the feature to change the volume setting. For example, if you want to change handset volume setting, you must be using the handset.

**To adjust a volume setting:** While using the feature, press  or . Press the center of the button to save the setting.

## Changing Endpoint Ring Tones

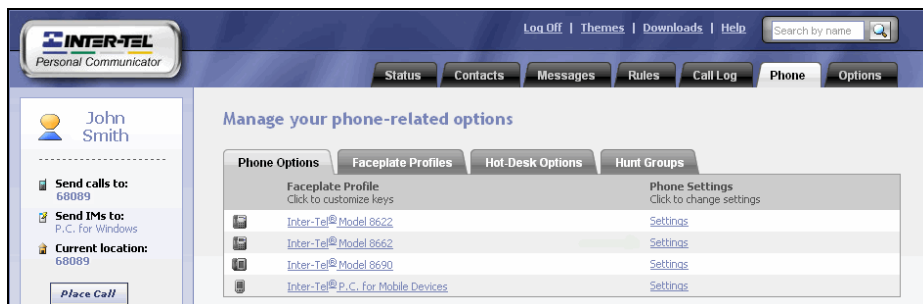
You can use Inter-Tel Personal Communicator for Web to change the endpoint ring tones. There are 16 different ring tones.

**To listen to ring tones:**

1. Press  **6 0 0**, and then press the **NEXT/PREVIOUS** menu button or   to scroll to **PHONE SETTINGS**.
2. Press the **VIEW** menu button, and then press the **NEXT/PREVIOUS** menu button or   to scroll to **RING TONE SETTINGS**.
3. Press the **VIEW** menu button to listen to ring tones. Press the **NEXT/PREVIOUS** menu button or   to scroll through and listen to all ring tones.

**To change ring tones:**

1. Open Inter-Tel Personal Communicator for Web (see below).
2. Click the Phone tab, and then click the Phone Options sub tab.
3. Click on the Settings link for your endpoint type.
4. Select the ring tone(s) from the drop-down list(s), and then click **Save** to save the changes



## Listening to Background Music

If your system is equipped with a music source, you can listen to background music through the external speaker.

**To enable/disable background music:** Press ∞ **5 1** (Background Music on/off toggle).

## Resetting the Endpoint

If your endpoint is not working properly, it may need to be reset. Contact your system administrator before resetting your endpoint.

**To reset your endpoint:** Press (at the same time) ∞ **7 8**.

## Using a Headset

When using a headset, press **■** to connect/disconnect calls. You can switch to the handset by lifting the handset from the cradle. Press **■** before replacing the handset in the cradle to switch back to the headset.

### To connect and enable the headset:

1. Insert the headset plug into the headset jack (see [page 6](#)).
2. Do one of the following:
  - Press ∞ **4 0 1** (Headset on).
  - Press ∞ **4 0 2** (Headset on/off).

### To disconnect and disable the headset:

1. Remove the headset plug from the headset jack.
2. Do one of the following:
  - Press ∞ **4 0 0** (Headset off).
  - Press ∞ **4 0 2** (Headset on/off).

## Validating Your Location for Placing Emergency Calls

Before using your endpoint, make sure that it is validated in the system for placing emergency calls. See [page 16](#) for more information on placing emergency calls.

**To validate the location:** Press ∞ **6 1 1**. Your location is validated if the following confirmation notice appears.

LOCATION  
VALIDATED

If any other message appears, contact your system administrator.



## VOICE MAIL SETUP

See *Voice Mail Features* on [page 47](#) for more information on using system voice mail features.

Voice mail instructions include Automatic Speech Recognition (ASR) voice commands, which can be used instead of pressing the dialpad buttons if ASR is enabled for your system (see [page 47](#)).

### Initializing Voice Mail

If necessary, contact your voice mail administrator for the voice mail extension number and your voice mail password. Your voice mail password is also your personal identification number (PIN), which is used for the following system features:

- Voice mail password
- Unlocking your endpoint (see [page 30](#))
- Hot Desking (see [page 33](#))
- Inter-Tel Personal Communicator for Voice (see [page 39](#))
- Advanced hunt groups (see [page 43](#)).

#### NOTE

Changing your voice mail password also changes your PIN.

#### To initialize your voice mail account:

Press **#** during any voice mail operation to advance to the next step. Press **\*** to return to the previous menu.

1. Dial the voice mail extension number, and then press **\***.
2. Enter your system-generated voice mail password, and then press **#**.
3. Enter your new password using dialpad buttons 0 through 9 (4 to 12 digits), and then press **#**.
4. Press **#** or say “Accept” to accept the entry, or press **3** or say “Erase” to erase and re-enter your password. After accepting the new password, the system prompts you to record your directory name.
5. After the tone, record your first and last name for the directory. When prompted, select one of the following options:
  - Press **#** or say “Accept” to accept the name.
  - Press **1** or say “Replay” to replay the recorded name.
  - Press **2** or say “Append” to add to your name.
  - Press **3** or say “Re-record” to erase and re-record your name.

See [page 49](#) to re-record or change your directory name.

After recording your name, the system plays a message that introduces you to voice mail system features. To skip the introduction, press **#** or say “Skip.”

## Recording Your Personal Greeting(s)

Your personal greeting\* informs callers why they have reached your voice mailbox, so you may include some or all of the following information:

- Whether or not you are in the office and where you can be reached.
- When you will be returning calls.
- How to exit voice mail (for callers who do not want to leave a message). For example, “Press **0** to return to the operator.”

### The following are sample greetings to help you plan your message:

- Hello, this is \_\_\_\_\_. I am either on another line or away from my desk and cannot take your call at this time. If you need to speak to someone immediately, please dial zero now. Otherwise, leave a detailed message, and I will return your call as soon as possible. Thank you.
- Hello, this is \_\_\_\_\_. I will be away from the office from *day/date* until *day/date*. If you need to speak to someone immediately, please dial zero now. Otherwise, leave a detailed message, and I will return your call when I return. Thank you.

If you do not record a greeting, a default system greeting is used.

### To record or change your personal greeting:

1. Access your mailbox (see [page 48](#)).
2. Press **4** or say “Personal” to select the Personal Options menu.
3. Press **1** or say “Greeting” to record or change your personal greeting.
4. Select one of the following:
  - Press **1** or say “Primary” to record and/or enable your primary greeting.
  - Press **2** or say “Alternate” to record and/or enable your alternate greeting.
  - Press **3** or say “System” to enable the system default mailbox greeting.

*If you selected the system greeting option, hang up.*

*If you already have a primary or alternate greeting, it is played when you select primary or alternate.*

*If you selected the primary or alternate greeting option, record your greeting when prompted, and then press **#** to end the recording.*

5. Then do one of the following:
  - Press **#** or say “Accept” to accept the greeting.
  - Press **1** or say “Replay” to replay the greeting.
  - Press **2** or say “Append” to add to the greeting.
  - Press **3** or say “Erase” to erase and re-record the greeting.
  - Press **\*** or say “Cancel” to exit without changing your greeting.

---

\* Custom greetings can be created and assigned using Inter-Tel Personal Communicator for Web.

# Basic Features

Basic features include answering and placing calls, features used while on a call, and using messages.

## NOTE




Some features work only with Inter-Tel endpoints connected to the Inter-Tel 7000 Network Communications Solution.

Depending on system configuration, the features described in this user guide may or may not be enabled. The following error message may appear if your system does not support a feature or if a feature is not enabled.



FEATURE NOT  
ENABLED


If you are unable to use a feature or if a feature is not working properly, contact your system administrator for more information.

Because the Model 8662 is dynamic and programmable, there may be multiple ways to access and use features. For example, to answer a call you can:

- Lift the handset.
- Press the flashing  button.
- Press .
- Press the **ANSWER** menu button.
- Press .



For ease of use, when there are multiple ways to activate a feature, this user guide may describe the most common method(s) only.

**To activate a feature using the feature code:** Press  before entering the feature code. You can also use , but this will not activate features while on a call. System feature codes are listed on [page 65](#).


**To cancel a feature:** Press the **EXIT** menu button or  while in the feature menu.

## ANSWERING CALLS

Your endpoint may be preset to automatically answer intercom (internal) calls using the Auto Answer feature (see below). After disabling Auto Answer, you can answer calls using your handset or headset.

**To answer a call:** Lift the handset, or press  to answer a call while using a headset or to answer a call handsfree. If you are currently on a call, press the flashing  button to answer waiting calls (see [page 15](#)).

### Using Auto Answer

Auto Answer automatically answers calls from other subscribers in handsfree mode using the speakerphone. However, if the calling subscriber has disabled Auto Answer Outgoing, you must answer the call using your handset or by pressing , even if Auto Answer Incoming is enabled on your endpoint.









**For Auto Answer to work, the calling party must have Auto Answer Outgoing enabled, and the receiving party must have Auto Answer Incoming enabled.**

#### NOTES









You cannot use Auto Answer Incoming if you are using a headset or if you have more than one endpoint assigned to an extension number.

Outside calls cannot be answered using Auto Answer unless routing rules are set using Inter-Tel Personal Communicator for Web to allow specific outside phone numbers to be answered automatically. You can also enable and disable Auto Answer using Inter-Tel Personal Communicator for Web.









**To enable Auto Answer Incoming**, do one of the following:

- Press     (Auto Answer Incoming on).
- Press     (Auto Answer Incoming on/off).









**To disable Auto Answer Incoming**, do one of the following:


- Press     (Auto Answer Incoming off).
- Press     (Auto Answer Incoming on/off).

**To enable Auto Answer Outgoing**, do one of the following:

- Press     (Auto Answer Outgoing on).
- Press     (Auto Answer Outgoing on/off).


**To disable Auto Answer Outgoing**, do one of the following:

- Press     (Auto Answer Outgoing off).
- Press     (Auto Answer Outgoing on/off).



**To temporarily disable Auto Answer Outgoing for an outgoing call:** Press  before dialing the extension number.

## Answering Waiting Calls

If you receive a call while on another call, you hear a call waiting tone through your handset or headset, and the Caller ID information (if available) displays.

**To answer a waiting call and place the first call on hold:** Press the flashing  button.

## Using Automatic Line Answer

Automatic Line Answer automatically connects you to the caller when you pick up the handset or press  (when using a headset). When Automatic Line Answer is disabled, you must press the flashing  button to answer the call.

### NOTE

Auto Answer overrides Automatic Line Answer and answers calls handsfree (see [page 14](#)).

**To enable Automatic Line Answer,** do one of the following:

- Press  **3 2 1** (Automatic Line Answer on).
- Press  **3 2 2** (Automatic Line Answer on/off).

**To disable Automatic Line Answer,** do one of the following:

- Press  **3 2 0** (Automatic Line Answer off).
- Press  **3 2 2** (Automatic Line Answer on/off).

## Using Call Drop

Call Drop immediately disconnects you from active or incoming calls.

**To use Call Drop:** While you are on the call or while the call is ringing, lift and replace the handset or press the **END CALL** menu button.

## PLACING CALLS

The following instructions are for using basic features associated with placing emergency, intercom, and outside calls. You can also use the Station and System speed dial features when placing a call (see [page 19](#)).

### Placing Emergency Calls

#### IMPORTANT

**Contact your system administrator to make sure your system is correctly configured for emergency service before using your endpoint.** If an emergency call phone number is dialed from a Session Initiation Protocol (SIP) endpoint located at a remote site that is not correctly configured, the call will be placed from the location where the system is installed instead of the location where the emergency call was placed. See [page 10](#) for more information on validating your location for emergency calls.

You do not have to press the Outgoing Call access code (**9**) or an **OUTGOING** button to dial an emergency service number. In an emergency, dial the appropriate emergency service number directly (**9 1 1** U.S. or **9 9 9 / 1 1 2** Eur.).

### Placing Intercom Calls

An intercom call is a call placed to another subscriber in the organization.

**To place an intercom call:** Dial the subscriber's extension number. When using Auto Answer (see [page 14](#)), speak after the intercom (IC) confirmation appears.

IC TO JOHN SMITH  
1:30 FRI DEC 16

If the extension is busy, the following feature options are available:

- Camp-on to the busy extension until the subscriber is available (see below).
- Place an Off-Hook Voice Announce (see [page 17](#)).
- Queue for the subscriber (see [page 17](#)).
- Leave a text message (see [page 25](#)).
- Record a voice mail message (see [page 26](#)).

### Using Camp-on

Use Camp-on to stay on the line and wait for the busy extension to become available.

**To use Camp-on:** Stay on the line until the called extension becomes available (do not hang up). Until the call is answered or sent to voice mail, the extension rings periodically and the display indicates the waiting call.

## Placing an Off-Hook Voice Announce

An Off-Hook Voice Announce (OHVA) connects you to a subscriber's speakerphone while the subscriber is on another call. This allows the subscriber to speak and listen to you while on the active call.\* The subscriber's extension does not have to be busy to place an OHVA—you can also place an OHVA while the extension is idle.

If the called subscriber is on a handsfree call or on a call while using a headset, you are camped-on to the extension until the call is terminated. The subscriber will then receive the OHVA as an incoming call.

### To place an OHVA:

1. Press ∞ **5 9**.

*If the extension is busy*, you are automatically connected.

*If the extension is idle*, dial the extension number.

Confirmation notices briefly appear on both endpoints.

OHVA TO JOHN  
1:30 FRI DEC 16

OHVA CALL FROM  
MARIA

2. Place the voice announce. The called party hears the announcement over the external speaker.

## Queuing for a Subscriber

If a called extension is busy, queuing for the subscriber notifies you with a callback when all endpoints assigned to the subscriber are idle and when the subscriber's status is available for calls. The system calls you when the subscriber is available.

### To queue for the subscriber:

1. While on the call, press the **QUEUE** menu button or ∞ **4 4**.
2. Enter the extension number, and then hang up.

**To cancel the queue:** Answer the callback, and then hang up.

---

\* OHVA may or may not be enabled for your system. Shared (forked) extensions cannot use OHVA. Contact your system administrator for more information.

## Placing Outside Calls

Outside calls are calls placed to parties outside of the organization.

### To place an outside call:

1. With or without the handset lifted, do one of the following:
  - Press **OUTGOING**.
  - Press the **OUTGOING** menu button.
  - Press the Outgoing Call access code. The default code is **9**.
2. Dial the number. If you enter an incorrect digit, press **◀ MUTE** to move the cursor backward, deleting the last digit(s) entered.

## Using Billing Codes

Billing codes are used to categorize calls. If they are used in your organization, you may be prompted to enter a billing code when placing outside calls. Contact your system administrator for billing code information.

## Redialing a Phone Number

The Redial feature automatically redials the last extension or outside number called.

**To redial the last number called:** Press **REDIAL** or ∞ **0 0**.

## Using Auto Redial

Use Auto Redial to redial intercom or outside calls in timed intervals until answered.

### To use Auto Redial:

1. Press ∞ **3 5**.
2. Enter the number of attempts desired, and then press **#**.
3. Enter the time-out period (the time between attempts), and then press **#**.

**To cancel Auto Redial**, do one of the following:

- Lift and replace the handset.
- Press the **EXIT** menu button or **\***.

## Using Last Call Return

You can automatically dial the last call received.

**To use Last Call Return:** Press ∞ **6 9**.



## Using Speed Dial

There are two types of speed dial that you can use to dial numbers:

- **Station speed dial:** A subset of contacts (up to 20) from your Personal contact list which have access codes (**0 1** to **1 9**) assigned to them for speed dialing.\*
- **System speed dial:** A subset of contacts (up to 100) from your Company contact list which are designated by the system administrator and have access codes (**2 0 0** to **2 9 9**) assigned to them for speed dialing. Contact your system administrator for System speed dial access codes.

**To use Speed Dial:** Press ∞ plus the access code assigned to the contact. For example:

- Press ∞ **0 1** to call a personal contact (using Station speed dial).
- Press ∞ **2 0 0** to call a company number (using System speed dial).

---

\* You can assign Station speed dial access codes using Inter-Tel Personal Communicator for Web or Inter-Tel Personal Communicator for Windows. Contact your system administrator for more information.


# FEATURES USED WHILE ON A CALL

The following features are primarily used for active or incoming calls.




## Placing Calls On Hold


When you place a call on hold, the held party hears music on hold or silence, depending on your system configuration. While the call is on hold, the system periodically rings your endpoint as a reminder.

### To place a call on hold:

1. Press  or the **HOLD** menu button.
2. Hang up or place another call.

### To return to a held call:






1. Lift the handset or press  (handsfree).
2. Press  or the flashing  button.

If more than one call is on hold, switch between held calls (call hop) by pressing the flashing  button assigned to the call.

## Using Call Park

Use Call Park to place calls on hold to a designated “orbit” location. After the call is parked to the orbit location, it can be picked up (answered) by any subscriber.

### To use Call Park:



1. During the call, press  or the **PARK** menu button.
  2. Enter a 1- to 10-digit orbit number (for example,   ), and then press .
- A confirmation notice appears.

CALL PARKED  
SUCCESSFULLY

3. Dial the extension number for which the parked call is intended, and then announce the parked call **and** the orbit number.
4. Hang up. You are disconnected from both parties.


If the parked call is not picked up, it will be redirected to the subscriber who parked the call after the Park Recall timer expires (about two minutes).

### To pick up a parked call:

1. Press  or the **PKUP** menu button.
2. Enter the orbit number, and then press .

## Using the Mute Feature

The Mute feature disables your microphone to prevent parties from hearing you.

**To enable or disable the Mute feature:** While on the call, press  or the **MUTE/UNMUTE** menu button.

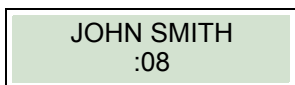
## Displaying Your User Information

You can temporarily display your user information and the system time and date.

**To display user and system information:** Press  **6** **5**.

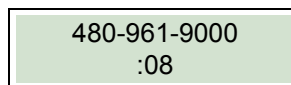
## Displaying Caller ID Information

Use Caller ID to display the caller's name or number (if available) and the elapsed time of the call, toggling between the name and number.



JOHN SMITH  
:08

Caller Name on




480-961-9000  
:08


Caller Name off

**To display caller ID information:** Press  **3** **4** (Caller ID toggle).

## Blocking Outbound Caller ID Information

You can block your Caller ID information from displaying on the current call.\*

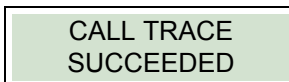
**To block outbound Caller ID for the current call:** Press  **6** **7**, and then enter the number (the number is immediately dialed).

**To unblock outbound Caller ID** (if set to always blocked): Press  **8** **2**.

## Using Annoyance Call Trace

Annoyance Call Trace identifies and records an unwelcome caller's Caller ID information and the time of the call.<sup>†</sup> You must contact your system administrator for the information. Annoyance Call Trace can be used during or immediately after the call.

**To use Annoyance Call Trace:** Press  **5** **7**. A confirmation notice appears.



CALL TRACE  
SUCCEEDED

\* "All call" outbound Caller ID settings are enabled/disabled by the system administrator.

<sup>†</sup> Annoyance Call Trace may or may not be enabled for your system. Contact your system administrator for more information.

## Transferring Calls

There are three ways to transfer calls:

- **Transfer to Ring:** Transfers the call to an extension or outside number.
- **Transfer to Hold:** Transfers the call to another subscriber and places the call on hold.
- **Transfer on Connect:** Transfers the call to another phone and then disconnects the call from your endpoint. For example, use Transfer on Connect to transfer a call from your endpoint to your cell phone or personal digital assistant (PDA).

### To use Transfer to Ring:

1. While on the call, press **TRANSFER** or the **XFR** menu button.

*If you are transferring the call to an extension, dial the extension number.*

*If you are transferring the call to an outside number, press **OUTGOING** or the Outgoing Call access code (**9**), and then dial the number.*

2. Do one of the following:

- Hang up to complete the transfer.
- Wait for an answer, announce the call (if desired), and then hang up. A confirmation notice appears.

TRANSFER  
SUCCESSFUL

### To use Transfer to Hold:

1. While on the call, press **∞ 4 6**.

2. Dial the extension number, and then do one of the following:

- Hang up to complete the transfer.
- Wait for an answer, announce the call if desired, and then hang up. A confirmation notice appears.

TRANSFER  
SUCCESSFUL

### To use Transfer on Connect:

1. While on the call, press **∞ 7 9**.

*If you are transferring the call to an extension, dial the extension number.*

*If you are transferring the call to an outside number, press **9**, and then dial the number.*

2. After the call is answered, hang up. A confirmation notice appears.

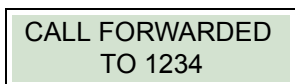
FEATURE REQUEST  
SUCCEEDED

## Using Send to Destination

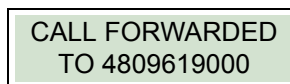
Send to Destination allows you to send incoming calls to another extension or outside number.

### To use Send To Destination:

1. While a call is ringing, press the **SEND TO DEST** menu button or **∞ 4 8**.
2. Do one of the following:
  - If you are sending the call to an extension, dial the extension number.
  - If you are sending the call to an outside number, press the Outgoing Call access code (**9**), and then enter the number. A confirmation notice appears.



Extension



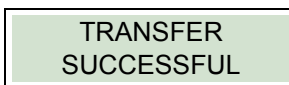
Outside Number

## Using Directed Call Pickup

Directed Call Pickup allows you to answer a call that is ringing or holding at another endpoint (reverse transfer a call). For example, if you receive a call but you are away from your desk, you can answer the call from any system endpoint.

### To use Directed Call Pickup:

1. Press **∞ 5 3**.
2. Dial the extension number where the call is ringing or holding to connect to the caller. A confirmation notice appears.



If the call is for a hunt group (see [page 43](#)), enter the hunt group extension number to answer the call.

## Using Group Call Pickup

A call group is a group of subscribers who have their own extensions.\* Unlike hunt groups (see [page 43](#)), call group members do not share an extension. Call group members can answer ringing or holding calls for any other member of the call group. Calls are answered based on the order they are received (first in, first answered).

**To use Group Call Pickup:** Press **∞ 5 4**. The first call received is answered.


---

\* Call groups are configured by your system administrator.


## Placing Conference Calls

You can place a conference call with subscribers and outside parties. The number of parties who can be added to the conference depends on system configuration.




### To place a conference call:

1. While on the first call, press  or the **CNF** menu button to place the call on hold.
2. Add the conference parties:

*If you are adding subscribers:*



- a. Dial the extension number and announce the conference.
- b. Press the flashing  button or the **CNF** menu button to add the party to the conference.

*If you are adding outside parties:*




- a. Press  or the Outgoing Call access code (**9**).
  - b. Dial the number, and then announce the conference.
  - c. Press the flashing  button or the **CNF** menu button to add the party to the conference.
3. After gathering the conference parties, press the flashing  button or the **CONN TO CNF** menu button to start the conference. A confirmation notice displays.






### To place your endpoint on hold and remove yourself from the conference:

Press . This places your endpoint on hold without disconnecting the parties. To return to the conference, press the flashing  button.

### To add a party to the conference:

1. Press  or the **ADD PARTY** menu button. This leaves the conference parties connected.
2. Call the party to be added to the conference, announce the conference, and then press the **CNF** menu button or the flashing  button.
3. Press the flashing  button or the **CONN TO CNF** menu button to reconnect to the conference with the added party.

**To drop out of the conference:** Press , and then hang up. This removes you from the conference, but leaves the other parties connected.

**To reconnect to the conference after dropping out:** Lift the handset, and then press the flashing  button or the **CONN TO CNF** menu button. (Press the flashing  button twice for handsfree calls.)

## USING MESSAGES

When you receive new text or voice mail messages, the Message Indicator lamp flashes, and the LCD shows the number of new messages. Instant messages do not display on the endpoint and are not indicated by the Message Indicator lamp or LCD.\*



### Using Text Messages

You can send text messages to other subscribers. The default message is **PLEASE CALL ME**. You can also use Inter-Tel Personal Communicator for Web or Inter-Tel Personal Communicator for Windows to create and send your own text messages.

#### To send a text message:

1. Do one of the following:
  - Press **MESSAGE**, and then press the **LEAVE MESSAGE** menu button.
  - Press **∞ 5 2 0**.
2. Dial the extension number. A confirmation notice appears.

MESSAGE LEFT FOR  
JOHN SMITH

#### To cancel a sent text message:

1. Do one of the following:
  - Press **MESSAGE**, and then press the **CANCEL MESSAGE** menu button.
  - Press **∞ 5 2 2**.
2. Dial the extension number.
3. Press the **DELETE** menu button or **1** to cancel the message. A confirmation notice appears.

MESSAGE DELETED

#### To view, reply to, or delete a text message (Message button and lamp are flashing):

1. While the handset is on-hook, press **MESSAGE** or the **VIEW MESSAGE** menu button. Then lift the handset if desired.
2. If there is more than one message, press the **>>/<<** menu button or **[Speaker Icon]** to scroll through the messages. Press the **VIEW TEXT** menu button to view the message.
3. Press the **REPLY** menu button or **1** to call the subscriber, or press the **DELETE** menu button or **2** to delete the message.

\* Instant messaging (IM) may or may not be enabled for your system. If enabled, use Inter-Tel Personal Communicator for Web or Inter-Tel Personal Communicator for Windows for IM.

# Leaving and Listening to Voice Mail Messages

Use voice mail to record a message and send it to a subscriber’s mailbox.

**To leave a voice mail message:**

1. Do one of the following:
  - Press **MESSAGE**, and then press the **LEAVE VMAIL** menu button.
  - Press **∞ 9 3**.
2. Dial the extension number.
3. Leave your voice mail message, and then hang up.

**To listen to a new voice mail message** (Message button and lamp are flashing):

1. While the handset is on-hook, press **MESSAGE** or the **VIEW MESSAGE** menu button. Then lift the handset if desired.
2. If there is more than one message, press the **>>/<<** menu button or **⏮ ⏭** to scroll through the messages.
3. Press the **LISTEN** menu button or **#** to connect to your mailbox, enter your password, and then press **#**.

**TIP**

To avoid entering your password each time you access your mailbox, you can use Inter-Tel Personal Communicator for Web to enable Auto Login settings (Options tab - Preferences [Edit] - **Voice Portal**).

## Paging Subscribers

A page is an announcement through endpoint speakers or external speakers. The Paging feature uses page groups to prevent announcements from transmitting through every endpoint in the system. Contact your system administrator for page group numbers and list them below for your convenience.

PAGE GROUP	NUMBER

**To use the Page feature:**

1. Press **PAGE** or **∞ 7 5**.
2. Enter the page group number. A confirmation notice appears.

PAGE IN PROGRESS  
1:30 FRI DEC 16

3. Place the page announcement, and then hang up.

**To cancel the page:** Hang up or press the **END CALL** menu button.



# Advanced Features

The Inter-Tel 7000 Network Communications Solution advanced features provide you with the latest communication technologies.

## PRESENCE MANAGEMENT

Presence management features enable you to:

- Inform subscribers of your availability and direct calls based on your status (see below).
- Route incoming calls using Reach Me (see [page 29](#)).
- Use routing rules to set and change how your calls are routed based on the caller, type of call, and destination (see [page 29](#)).

### Changing Your Status



Your status reflects your availability. The seven default status settings are shown in the following table.

IDENTIFIER	STATUS
<b>1</b>	Available
<b>2</b>	Unavailable
<b>3</b>	Send Calls to <number>
<b>4</b>	In Meeting Until <time>
<b>5</b>	Out to Lunch
<b>6</b>	Gone Home
<b>7</b>	On Vacation Until <date>

The **IN MEETING UNTIL** and **ON VACATION UNTIL** status settings allow you to enter the time or date you will return. For example, if you select **IN MEETING UNTIL** as your status setting and enter 3:30 as your return time, your endpoint displays **IN MEETING UNTIL 3:30**. The **SEND CALLS TO** status setting allows you to forward incoming calls to another extension or outside number.

If your status is not set to **AVAILABLE**, default routing settings send your calls to voice mail. However, you can change your default status settings or add statuses using Inter-Tel Personal Communicator for Web.

### To change your status:

1. Press **STATUS** or the **STATUS** menu button.
2. Do one of the following:
  - Enter the status identifier from the table on [page 27](#).
  - Press the **BROWSE** menu button, and then press the **NEXT/PREVIOUS** menu button or **◀ ▶** to scroll through the options.

If the status includes a time, date, or forwarding number, enter the information using the dialpad buttons. See the following table for dialpad button character descriptions.

3. Press the **ACCEPT** menu button or **#** to set the status.

	NUMBER OF TIMES BUTTON IS PRESSED (IN ALPHA MODE)												
BUTTON	1	2	3	4	5	6	7	8	9	10	11	12	13
<b>1</b>	1	!		'	:	;	,	/	\	>	<	)	(
<b>2</b>	A	B	C	2	a	b	c						
<b>3</b>	D	E	F	3	d	e	f						
<b>4</b>	G	H	I	4	g	h	i						
<b>5</b>	J	K	L	5	j	k	l						
<b>6</b>	M	N	O	6	m	n	o						
<b>7</b>	P	Q	R	S	7	p	q	r	s				
<b>8</b>	T	U	V	8	t	u	v						
<b>9</b>	W	X	Y	Z	9	w	x	y	z				
<b>0</b>	0	.	@	#	*	-	_	&	%	=	\$	~	+

### To use the dialpad to enter characters:

Press the dialpad buttons to enter characters. If the dialpad is currently set to enter numeric characters (numbers), switch to alphanumeric (letters, numbers, and symbols) by pressing the **ALPHA MODE** menu button or **MESSAGE**. Return to numeric by pressing the **NUMERIC MODE** menu button or **MESSAGE**.

Press **<<** or **◀ MUTE** to move the cursor backward (deleting the last character[s] entered), or press **>>** or **FORWARD ▶** to move the cursor forward.

For example, to enter **1:30**, you can use the following sequence:

1. In **numeric** mode, press **1**. Press the **ALPHA MODE** menu button.
2. In **alpha** mode, press **1** five times, and then press the **NUMERIC MODE** menu button.
3. In **numeric** mode, press **3**.
4. In **numeric** mode, press **0**.
5. Press the **ACCEPT** menu button or **#** to accept the entry.

# Using Reach Me


Use Reach Me to route calls to the following (default) destinations:\*

- **At my desk:** Calls are sent to your current location based on your status setting.
- **Voice mail:** Calls are sent to voice mail.
- **Forward to:** Calls are sent to the extension or outside number entered as the forwarding number.
- **Follow rules:** Calls or instant messages are routed based on default system routing rules or routing rules created using Inter-Tel Personal Communicator for Web.

### To use Reach Me:

1. Do one of the following:
  - Press the **REACH ME** menu button or ∞ **5 6 0**, and then go to step 2.
  - Enter the feature code from the following table, and then go to step 3.

FEATURE CODE	REACH ME SETTING
∞ <b>5 6 1</b>	At My Desk
∞ <b>5 6 2</b>	Voice Mail
∞ <b>5 6 3</b>	Forward to <number>
∞ <b>5 6 4</b>	Follow Rules

2. Press the **BROWSE** menu button, and then press the **NEXT/PREVIOUS** menu button or  to scroll through the options.
3. Press the **ACCEPT** menu button or **#** to accept the Reach Me setting.  
If you selected **FORWARD TO**, enter the extension or outside number, and then press the **ACCEPT** menu button or **#** to accept the forwarding number.

### NOTE

Changing your Reach Me setting also changes your status setting. For example, changing your Reach Me setting to **VOICE MAIL** also changes your status setting to **UNAVAILABLE**. Changing your Reach Me setting to **AT MY DESK** also changes your status setting to **AVAILABLE**.

\* Routing rules can be added or changed using Inter-Tel Personal Communicator for Web. Contact your system administrator for more information.

## ADVANCED SUBSCRIBER FEATURES

Advanced subscriber features allow you to:

- Lock your endpoint (see below).
- Bypass routing rules to contact other subscribers (see [page 30](#)).
- Redirect active or incoming calls using Hot Rules (see [page 31](#)).
- Find and call contacts using Personal Assistant (see [page 32](#)).
- Record calls and voice memos using Record-A-Call (see [page 32](#)).
- Log on to other endpoints using Hot Desking (see [page 33](#)).
- Allow multiple subscribers to listen to a caller using Group Listen (see [page 34](#)).
- Monitor other subscribers' call activity using Monitor Account (see [page 34](#)).
- Contact subscribers using the Outbound Communication menu (see [page 35](#)).
- View or return recent calls using your Call Log (see [page 36](#)).
- Find and contact others using contact lists (see [page 37](#)).
- Access Inter-Tel Personal Communicator using the voice portal (see [page 39](#)).

### Locking Your Endpoint

You can lock your endpoint to prevent others from using it.

**To lock your endpoint:** Press  $\infty$  **3 1**.

**To unlock your endpoint:** Enter your personal identification number (PIN), and then press the **UNLOCK** menu button or **#**. If necessary, contact your system administrator for your PIN.

#### IMPORTANT

You can still use the endpoint to dial emergency service numbers when it is locked (**9 1 1** U.S. or **9 9 9 / 1 1 2** Eur.). Press **#** after dialing the emergency service number to immediately place the call. Otherwise, there will be a 4-second system pause before the system places the call, as described below.

**To dial an emergency service number when the endpoint is locked:** Do one of the following:

- Dial the emergency service number, and then press **#** (for example, **9 1 1 #**). The system **immediately** places the call.
- Dial the emergency service number. After a **4-second pause**, the system places the call.

## Using Direct Endpoint Access

Direct Endpoint Access allows you to call a subscriber's extension and bypass all routing rules enabled by the subscriber.\* This ensures the extension endpoint is dialed.

### To use Direct Endpoint Access:

1. Press **∞ 9 6**.
2. Dial the extension number.

## Using Direct Account Access

Direct Account Access allows you to call a subscriber at the subscriber's current location and bypass any other enabled routing rules.

### To use Direct Account Access:

1. Press **∞ 9 7**.
2. Dial the extension number.

## Using Hot Rules

Use Hot Rules to redirect active or incoming calls.† If you are on an active call, Hot Rules apply to the active call, not an incoming call. Hot Rules apply to incoming calls only if the endpoint is idle. The default Hot Rules destinations are:

- **Voice mail (V-MAIL):** Sends the call to voice mail.
- **Current location (CUR LOC):** Sends the call to your current location.
- **Hold call (HOLD CL):** Places the call on hold.

### To use Hot Rules:

1. While on a call or while a call is ringing, press the **HOT RULES** menu button or **∞ 4 2**.
2. Do one of the following:
  - Press the **APPLY** menu button or **#** to accept the current Hot Rule.
  - Press the **NEXT/PREVIOUS** menu button or **⏮ ⏭** to scroll through the options, and then press the **APPLY** menu button or **#** to accept the rule.

If the call is active and you selected current location (**CUR LOC**), enter the extension number, or press **OUTGOING** or the Outgoing Call access code (**9**), and then enter the outside number.

\* Direct Endpoint Access and Direct Account Access may or may not be enabled for your system. Contact your system administrator for more information.

† Advanced routing for Hot Rules may or may not be enabled. If enabled, advanced Hot Rules routing can be added or changed using Inter-Tel Personal Communicator for Web and can contain multiple steps and perform other functions based on the person calling, such as hang up, play a greeting, or transfer the call to another subscriber. Contact your system administrator for more information.

## Using Personal Assistant

Personal Assistant allows you to place a call by saying the name, extension, or outside number of the person you are calling.\*

### To use Personal Assistant:

1. Press **∞ 6 4**.
2. After hearing Personal Assistant's introduction ("Who would you like to call?"), say the name, extension, or outside number of the person you want to call. Personal Assistant verifies the information or asks you to repeat the request.
3. Say "Yes" to accept, or say "No" to start over.†

## Using Record-A-Call

Use Record-A-Call to record an ongoing call as a mailbox message.‡ You can then retrieve the recording from your mailbox. Record-A-Call remains active after the other party hangs up, allowing you to add to the recording if desired.

### To use Record-A-Call:

1. While on the call, press **∞ 8 5**.
2. Enter the mailbox number (if not preprogrammed), and then press the **ACCEPT** menu button or **#**. A confirmation notice appears.

RECORDING IN  
PROGRESS

3. After recording the conversation, append the message if desired, and then press the **END REC** menu button or hang up to end the call.

**To retrieve the recording:** Retrieve the recording as a new message (see *Listening to Voice Mail Messages* on [page 48](#)).

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\* Personal Assistant may or may not be enabled for your system. Contact your system administrator for more information.

† The confirmation prompt can be disabled using Inter-Tel Personal Communicator for Web.

‡ Record-A-Call may or may not be enabled for your system. Contact your system administrator for more information.

## Recording a Voice Memo

You can use Record-A-Memo to record a voice memo and save it to your mailbox or another subscriber's mailbox as a voice mail message.

### To record a voice memo:

1. Press **∞ 5 8**.
2. Enter the mailbox number (if not preprogrammed).
3. Record the message.
4. Press the **END CALL** menu button (or hang up) to stop recording.

**To retrieve the recording:** Retrieve the recording as a new message (see *Listening to Voice Mail Messages* on [page 48](#)).

## Hot Desking

Hot Desking allows you to log on to another system endpoint and transfer your account profile (extension number, user name, status setting, contacts, etc.) to the endpoint on which you are logged on.\* Incoming calls are routed to the endpoint(s) on which you are logged on, unless your Reach Me settings have routed your calls to another location. Hot Desking is often used when multiple subscribers share the same endpoint or when a subscriber changes desks frequently.

### NOTE

Calls can still be made to the subscriber who was originally assigned to the endpoint using the subscriber's extension number. Incoming calls for the original subscriber are assigned to the fourth line button.

### To use Hot Desking:

1. Do one of the following:
  - Press **∞ 8 7 1** (Hot Desking log on).
  - Press **∞ 8 7 2** (Hot Desking log on/log off).
2. Enter your login (account or extension) number, and then press the **ACCEPT** menu button or **#**.
3. Enter your personal identification number (PIN), and then press the **ACCEPT** menu button or **#**. If necessary, contact your system administrator for your PIN.

**To log out of the endpoint and return it to the previous setting,** do one of the following:

- Press **∞ 8 7 0** (Hot Desking log off).
- Press **∞ 8 7 2** (Hot Desking log on/log off).

\* Hot Desking may or may not be enabled for your system. If enabled, Hot Desking options can be modified using Inter-Tel Personal Communicator for Web. Contact your system administrator for more information.

# Using Group Listen

Group Listen allows you and others to listen to a caller over the speaker while you use the handset or headset to continue speaking. This allows other people in the room to listen to the caller while the caller can hear you only. Because Group Listen uses the external speaker, it cannot be used during a handsfree call.

**To enable Group Listen during a call,** do one of the following:

- Press ∞ **4 9 1** (Group Listen on).
- Press ∞ **4 9 2** (Group Listen on/off).

**To disable Group Listen,** do one of the following:

- Press ∞ **4 9 0** (Group Listen off).
- Press ∞ **4 9 2** (Group Listen on/off).
- Hang up.

# Using Monitor Account

Monitor Account allows you to assign feature buttons to other subscribers using Inter-Tel Personal Communicator for Web.\* When enabled, you can use your Monitor Account buttons to:

- Call the subscriber by pressing the button assigned to the extension.
- Transfer a call to the subscriber by pressing the button (you do not have to dial the extension number).
- Monitor the subscriber's call activity.

The assigned feature button lamp indicates the subscriber's call activity, as shown in the following table.

LAMP INDICATION	SUBSCRIBER ENDPOINT ACTIVITY
Off	All of the subscriber's endpoints are idle.
On	One or more of the subscriber's endpoints are busy.
Blinking Rapidly	One or more of the subscriber's endpoints are ringing.
Blinking Slowly	The subscriber is not currently available for calls (as specified by the subscriber's current status).

**TIP**

You can monitor your own account. The blinking feature button lamp will help to remind you to change your status from unavailable for calls to available after you have been away from your desk.

\* Monitor Account may or may not be enabled for your system. Refer to the Help section provided in Inter-Tel Personal Communicator for Web for instructions to enable Monitor Account feature buttons. Contact your system administrator for more information.



# Using the Outbound Communication Menu

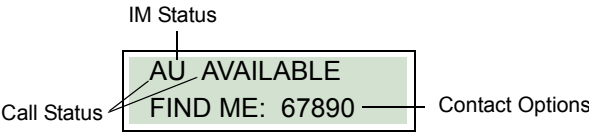
The Outbound Communication menu displays when using system features such as the Call Log and contact lists. It allows you to quickly connect to subscribers using the following system communication options:


- **FIND ME:** Call the subscriber’s “At My Desk” location (see [page 29](#)).
- **MESSAGE:** Leave a text message (see [page 25](#)).
- **V-MAIL:** Leave a voice mail message (see [page 26](#)).
- **QUEUE:** Queue for the subscriber (see [page 17](#)).
- **CALL <number>:** Select a number to call from all numbers stored for the contact.\*

**To use the Outbound Communication menu:**

1. While the subscriber’s name is displayed in a feature menu, press the **CONTACT** menu button or **#** to view the subscriber’s status and contact information. This includes the subscriber’s call and instant messaging (IM)<sup>†</sup> availability on the first line, with the call availability listed first.

The letter **A** stands for “available”—the letter **U** stands for “unavailable.” The second line displays different ways to contact the subscriber:



2. Press the **NEXT/PREVIOUS** menu button or  to scroll through the contact options displayed on the second line.
3. Press the **CONTACT** menu button or **#** to activate the selection.

\* Contact numbers can be entered or changed using Inter-Tel Personal Communicator for Web.




† IM may or may not be enabled for your system. If enabled, Inter-Tel Personal Communicator must be used for instant messaging. Contact your system administrator for more information.


# Using Your Call Log

Your Call Log is a record of recent missed, incoming, and outgoing calls (up to the last 50 calls for each type). For each call, you can see who the call was from/to and when the call occurred. You can also place calls from the Call Log.

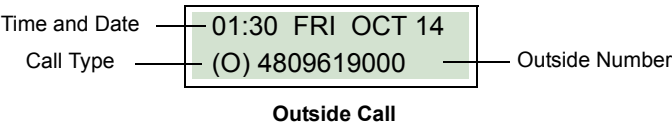
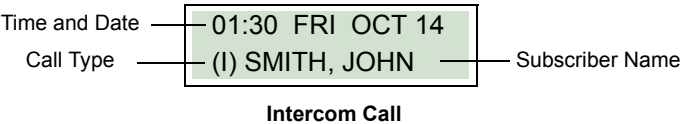
## To use the Call Log:

- Do one of the following:
  - Press **CALL LOG** or the **CALLS** menu button, and then go to step 2.
  - Enter the feature code from the following table, and then go to step 3.

FEATURE CODE	CALL LOG OPTION
 <b>4 1 1</b>	Missed Calls
 <b>4 1 2</b>	Incoming Calls
 <b>4 1 3</b>	Outgoing Calls

- Select one of the following options:
  - Press **1** or the **MISSED CALLS** menu button for missed calls.
  - Press **2** or the **INCOMING** menu button for incoming calls.
  - Press **3** or the **OUTGOING** menu button for outgoing calls.
- Press the **NEXT/PREVIOUS** menu button or  to scroll through the call list (calls are listed in order of last to first).

The time and date of the call display on the first line, followed by the call type ([**M**] for missed, [**I**] for incoming, [**O**] for outgoing) and the subscriber's name (or outside number) on the second line.



## To place or return a call from the Call Log:

*If the call is from or to a subscriber, press the **CONTACT** menu button or **#** to display the Outbound Communication menu (see [page 37](#)).*

*If the call is from or to an outside caller, press the **CALL** menu button or **#** while the number is displayed.*

# Using Contact Lists

There are four types of contact lists:\*


- **Personal:** A directory of your personal contacts. Station speed dial numbers (see [page 19](#)) can be assigned from the Personal contact list.
- **Group:** A subset of your personal contacts which has been assigned to a particular group. The default groups are Family, Friends, VIP, and Blocked.
- **Company:** A directory of phone numbers entered by the system administrator. System speed dial numbers (see [page 19](#)) are assigned from this contact list.
- **Directory:** A directory of all subscribers in the organization.


## To place a call from a contact list:

1. Do one of the following:
  - Press the **CONTACTS** menu button or ∞ **3 0 0**, and then press the list name menu button (**DIRECTORY**, **GROUP**, **COMPANY**, or **PERSONAL**).
  - Enter the feature code from the following table.

FEATURE CODE	CONTACT LIST
∞ <b>3 0 1</b>	Search for
∞ <b>3 0 2</b>	Browse Groups
∞ <b>3 0 3</b>	Personal
∞ <b>3 0 4</b>	Directory
∞ <b>3 0 5</b>	Company

*If you selected **SEARCH FOR**, enter the full or partial name of the person, and then press the **SEARCH** menu button or **#** to start the search (see [page 38](#)).*

*If you selected **BROWSE GROUPS**, enter the group number, or press the **BROWSE** menu button to select a group. Press the **NEXT/PREVIOUS** menu button or  to scroll through the list. Press the **BROWSE** menu button again to select a group and display the group contacts.*

2. Press the **NEXT/PREVIOUS** menu button or  to scroll through the contact list.

*If the contact is a subscriber, press the **CONTACT** menu button or **#** to display the Outbound Communication menu (see [page 37](#)).*

*If the contact is not a subscriber, all stored phone numbers for the contact display.*

3. Press the **CONTACT** menu button or **#** to activate the selection or dial the number.

**To delete a contact:** Press the **DELETE** menu button while the name is displayed.

\* You must use Inter-Tel Personal Communicator for Web to set up your Personal and Group contact lists. Groups can be added using Inter-Tel Personal Communicator for Web.

# Searching for a Contact

You can search for a contact name by entering either all or part of the name using the dialpad buttons. See the following table for dialpad button character descriptions.

	NUMBER OF TIMES BUTTON IS PRESSED (IN ALPHA MODE)																
BUTTON	1	2	3	4	5	6	7	8	9	10	11	12	13				
1	1	!		'	:	;	,	/	\	>	<	)	(				
2	A	B	C	2	a	b	c										
3	D	E	F	3	d	e	f										
4	G	H	I	4	g	h	i										
5	J	K	L	5	j	k	l										
6	M	N	O	6	m	n	o										
7	P	Q	R	S	7	p	q	r	s								
8	T	U	V	8	t	u	v										
9	W	X	Y	Z	9	w	x	y	z								
0	0	.	@	#	*	-	_	&	%	=	\$	~	+				

## To use the dialpad to enter characters:

Press the dialpad buttons to enter characters. If the dialpad is currently set to enter numeric characters (numbers), switch to alphanumeric (letters, numbers, and symbols) by pressing the **ALPHA MODE** menu button or **MESSAGE**. Return to numeric by pressing the **NUMERIC MODE** menu button or **MESSAGE**.

Press << or **◀ MUTE** to move the cursor backward (deleting the last character[s] entered), or press >> or **FORWARD ▶** to move the cursor forward.

## To search for a directory name:

- Do one of the following:
  - Press **SEARCH**.
  - Press the **CONTACTS** menu button, and then press **SEARCH**.
- Enter all or part of the name using the dialpad buttons, and then press the **SEARCH** menu button or **#**.
- Press the **NEXT/PREVIOUS** menu button or **◀ ▶** to scroll through the list.
- After finding the name:

*If the contact is a subscriber, press the **CONTACT** menu button or **#** to display the Outbound Communication menu (see [page 37](#)).*

*If the contact is not a subscriber, all stored phone numbers for the contact display.*

- Press the **CONTACT** menu button or **#** to activate the selection or dial the number.

## Using Inter-Tel Personal Communicator for Voice

Inter-Tel Personal Communicator for Voice is a “voice portal” that allows you to call into the system from any endpoint or phone and access Inter-Tel Personal Communicator features.\* Because the voice portal uses Text-To-Speech (TTS) and Automatic Speech Recognition (ASR) technologies to activate and play feature selections, it is accessed and used similarly to using your voice mail account. You can activate voice portal features by pressing the touch-tone dialpad buttons on your endpoint or phone, or by issuing voice commands (if speech recognition is enabled).

Use Inter-Tel Personal Communicator for Voice to:

- Get or change your status setting (see [page 27](#)).
- Check messages and return calls (see [page 25](#)).<sup>†</sup>
- Place a call from a contact list (see [page 37](#)).
- Access your Call Log (see [page 36](#)).
- Browse contact groups and place calls (see [page 37](#)).
- Review or change your call routing setting (see [page 29](#)).

If ASR is enabled for your system (see [page 47](#)), you can use voice commands to activate features. After you access the voice portal, the following voice prompts play when you access your account and indicate whether ASR is enabled for your system:

- *If ASR is not enabled*, you hear “Please press 1 for the Status Menu.” See the flowchart on [page 42](#) for step sequences to activate features using the dialpad buttons.
- *If ASR is enabled*, you hear “How may I help you today?” (See [pages 40](#) and [41](#) for more information about using voice commands to activate features.)

### NOTE

If you use speech for the first command, ASR is used to activate menu options. If you use the dialpad buttons for the first command, continue to use the dialpad buttons to activate menu options.

### A few tips when using voice commands:

- Speak clearly and loudly to help the system understand your request. Background noise may also make it difficult for the system to understand your request.
- In many menus there is more than one way to say a command (see [page 40](#)).
- Numbers like “1000” can be said as “one thousand” or as “one, zero, zero, zero.”

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\* Inter-Tel Personal Communicator for Voice may or may not be enabled for your system. Contact your system administrator for more information. Some preference settings can be enabled using Inter-Tel Personal Communicator for Web.

† If E-Mail Reader is enabled, you can also check your e-mail and fax messages (see [page 55](#)).

The voice recognition system understands a variety of word combinations when activating menu commands (see the following table).

MENU OPTION	POLITE	QUESTION	CHANGE	OPTIONAL
"Status"	"Please"	"What is"	"Set"	"My"
"Availability"	"May I"	"Give me"	"Change"	"Current"
"Messages"	"Can I"	"Tell me"	"Modify"	"Place"
"Place Call"	"I need to"	"Get"		"Make"
"Call Log"	"I would like to"	"Retrieve"		"A"
"Look Up"	"I want to"			"At"
"Browse"	"Could I"			"To"
"Routing"				"Call"
"Add Contact"				

The following examples are word combinations from the previous table used in voice commands.

To get your status, you can say **"What is my current status?"**

Question Words    Optional Words    Menu Option

Or the command can be as simple as **"Get Availability."**

Question Word    Menu Option

To call a contact, you can say **"Please place a call to John Smith."**

Polite Word    Optional Words    Contact Name

Or the command can be as simple as **"Call John Smith."**

Optional Word    Contact Name

- Say "Back" from any menu to return to the previous menu.
- Say "Main Menu" from any menu to return to the main menu.
- Say "Help" from any menu to get help information for the given menu.
- Say "Good-bye" from any menu to log off and disconnect from the call.
- Say "Replay" to replay the entry.
- Say "Previous" to hear the previous entry.
- Say "Next" to hear the next entry.
- Say "Enable" to enable the given rule.
- Say "Disable" to disable the given rule.

## To activate a feature from the voice portal using voice commands:

1. If necessary, contact your system administrator for the voice portal number and your PIN. Dial the voice portal number, enter your PIN, and then press **#**.<sup>\*</sup>  
If you are calling from another system endpoint, press **\*** when prompted for your password. Then enter your mailbox number, PIN, and then press **#**. The system asks, “How may I help you today?”
2. Say one of the following menu options, and then follow the voice prompts:
  - “**Status**”: Change your status. If your status requires a time, date, or forwarding number, say the information after the status. For example, “In meeting until 3:00.” See [page 27](#) for more information on changing your status settings.
  - “**Messages**”: Listen and reply to messages. See [page 25](#) for more information on using messages. The following types of messages are available:
    - Text (see [page 25](#)).
    - Voice mail (if voice mail is enabled, see [page 26](#)).
    - E-mail (if E-Mail Reader is enabled, see [page 55](#)).
    - Fax (if E-Mail Reader is enabled, see [page 55](#)).
  - “**Place Call**”: Place a call to a contact. See [page 37](#) for more information on contacts and contact lists.
  - “**Call Log**”: Listen to Call Log entries. If the entry is a subscriber, you are directed to the Outbound Communication voice menu. See [page 36](#) for more information on the Call Log—see [page 37](#) for more information on the Outbound Communication menu.
  - “**Look Up (contact)**”: Look up and call a contact. If the contact is a subscriber, you are directed to the Outbound Communication voice menu. See [page 37](#) for more information about using contact lists—see [page 37](#) for more information on the Outbound Communication menu.
  - “**Add Contact**”: Add a contact to your Personal contact list. See [page 37](#) for more information on contact lists. The system asks for the following information, spelled one letter at a time. Say “Skip” or press **#** to skip an entry option.
    - First name
    - Middle name
    - Last name
    - Company name
    - Company phone number
  - “**Browse (group)**”: Search for and call a group contact. See [page 37](#) for more information on Group contact lists.
  - “**Routing**”: Review or change routing rule options based on default system routing rules or routing rules created in Inter-Tel Personal Communicator for Web.

<sup>\*</sup> You can enable **Auto Logon** using Inter-Tel Personal Communicator for Web (see [page 48](#)).

# INTER-TEL PERSONAL COMMUNICATOR FOR VOICE FLOWCHART

The following flowchart provides step sequences for activating voice portal features when using the dialpad buttons. Press **\*** in any menu to go back one menu level. Press **#** to accept an entry without waiting for the time-out. Contact your system administrator for the voice portal number.

Dial the voice portal number, enter your PIN, and then press **#**. If you are calling from another system endpoint, press **\*** when prompted for your password. Then enter your mailbox number, PIN, and then press **#**. Then select one of the following options:

Status **1**      Messages **2**      Place Call **3**      Routing **4**

**SET STATUS (page 27)**

- Get Current Status **1**
- Change Status **2**
- Return to Main Menu **\***

**CHANGE STATUS (page 27)**

- Available **1**
- Unavailable **2**
- Send Calls To **3**
- In Meeting Until **4**
- Out to Lunch **5**
- Gone Home **6**
- On Vacation Until **7**

**SELECT MESSAGE TYPE**

- Voice Mail (below) **1**
- Text **2**
- E-Mail and Fax (below) **3**
- Return to Main Menu **\***

For voice mail, e-mail, and fax messages, see the appropriate Voice Mail flowchart on [page 54](#) (without E-Mail Reader) or [page 58](#) (with E-Mail Reader) for the step sequences.

**HEAR TEXT MESSAGE (page 25)**

- Replay Text Message **1**
- Reply to Text Message **2**
- Previous Message **4**
- Next Message **6**
- Delete Message **9**
- Previous Menu **\***

**SELECT A CALL OPTION**

- Browse Group **1**
- Dial a Number **2**
- Call Log **3**
- Return to Main Menu **\***

**DIAL A NUMBER**

Enter the number, and then press **#**.

- Place Call **1**
- Re-enter Number **2**
- Previous Menu **\***

**BROWSE BY GROUP (page 37)**

- Family **1**
- VIP **2**
- Friends **3**
- Blocked **4**
- Previous Menu **\***

**CALL LOG OPTION (page 36)**

- Missed Calls **1**
- Incoming Calls **2**
- Outgoing Calls **3**
- Previous Menu **\***

**SELECT ENTRY OPTION**

- Replay Entry **1**
- Return Call **2**
- Previous Entry **4**
- Next Entry **6**
- Previous Menu **\***

**ROUTING OPTION (page 29)**

- Change Reach Me **1**
- Review Routing Rules **2**
- Return to Main Menu **\***

**SELECT REACH ME OPTION**

- Current Location **1**
- Voice Mail **2**
- Phone Number **3**
- Follow Routing Rules **4**
- Previous Menu **\***

**ROUTING RULES OPTIONS**

- Replay Rule **1**
- Enable Rule **2**
- Disable Rule **3**
- Previous Rule **4**
- Next Rule **6**
- Previous Menu **\***

**CONTACT OPTIONS (page 37)**

If the contact is not a subscriber, the system automatically places the call. If the entry is a subscriber, the Outbound Communication voice menu is activated (below).

- Find Me **1**
- Leave Text Message **2**
- Leave Voice Mail **3**
- Call Primary Number **4**



# HUNT GROUPS

Your system may be programmed for hunt groups. A hunt group is a group of subscribers who share a common extension in addition to having individual extensions. This allows calls to be directed to anyone in the hunt group (using the hunt group extension number) or to a subscriber in the hunt group (using the subscriber's extension number).

There are two types of hunt groups:\*

- **Basic:** You are automatically logged in to the hunt group. You cannot log out of a basic hunt group.
- **Advanced:** You must log in and out of any hunt group in which you are a member, allowing you to enable or disable hunt group calls to your extension.

## Logging into and out of Advanced Hunt Groups

### To log into an Advanced hunt group:

1. Do one of the following:
  - Press ∞ **8 8 1** (Hunt Group log in).
  - Press ∞ **8 8 2** (Hunt Group log in/log out).
2. Enter the hunt group number.

### To log out of an Advanced hunt group:

1. Do one of the following:
  - Press ∞ **8 8 0** (Hunt Group log out).
  - Press ∞ **8 8 2** (Hunt Group log in/log out).
2. Enter the hunt group number.

## Wrapping Up a Hunt Group Call

The Wrap-up timer starts each time you end an Advanced hunt group call. You will not receive another hunt group call until the timer expires, but you can still receive other non-hunt group calls or transfers. You can end the wrap-up session before the timer expires.

**To end the wrap-up session before the timer expires:** Press ∞ **8 6**.


---

\* Hunt groups may or may not be enabled for your system. Contact your system administrator for more information.

# Requesting Agent Help

Using Agent Help, you can request help from a designated Agent Help extension (usually a supervisor) during a call.\* When activated, the “helper” can hear you and the other party, but the other party cannot hear the helper.

### To use Agent Help:

- 1. While on the call, press  **8** **4**.
- 2. Dial the Agent Help extension number (if not preprogrammed†).
- 3. Based on whether the call is accepted or rejected, a confirmation notice appears.

AGENT HELP  
IN PROGRESS

AGENT HELP  
FAILED

If the Agent Helper’s line is busy, you receive a notice confirming that the request has been sent and that the call is proceeding.

AGENT CALL  
PROCEEDING

When you receive an Agent Help request, your display indicates the request.

AGENT HELP CALL  
FROM JOHN SMITH

**To accept an Agent Help request:** Press **ACCEPT** or the flashing  button.

**To reject an Agent Help request:** Press **REJECT** or  **6** **2**.

If the outside caller hangs up, the subscriber who sent the request and the Agent Helper remain connected as a conference call.

CNF IN PROGRESS

**To end an Agent Help session:** Hang up.

\* Agent Help may or may not be enabled for your system. Contact your system administrator for more information.

† Agent Help extensions are assigned to feature buttons by your system administrator.

# Using Bridged Line Appearance

Bridged Line Appearance (BLA) allows a subscriber’s endpoint(s) to be monitored by one or more other subscribers, or BLA group members (secondary extensions).\* When the subscriber (primary extension) receives a call, it is offered to all BLA group members. Any BLA group member can answer incoming or held calls at the primary extension by pressing an assigned BLA feature button.

If a BLA group member answers a call from the primary extension, other BLA group members can monitor the status of the call. While the call is in progress, BLA group members cannot pick up the call. However, if the primary extension or a BLA group member places the call on hold, another BLA group member can then pick up the call.

NOTES

Calls placed on hold for transfer or conference cannot be answered by other BLA group members.

After a call is picked up by a BLA group member, it can be transferred or connected to a conference if the required additional lines are available. (Two lines of the primary extension must be available on the secondary extension to transfer calls. Three lines of the primary extension must be available on the secondary extension to conference other subscribers.)

Unlike Monitor Account, BLA group members cannot use the assigned BLA feature button to place a call to or transfer calls to the primary extension. However, the BLA feature button can be used as a “line” button. This allows you to press the BLA feature button and place calls from the primary (not the secondary) extension.

BLA feature buttons indicate call activity like the Monitor Account feature (see the following table).

LAMP INDICATION	SUBSCRIBER ENDPOINT ACTIVITY
Off	All of the subscriber’s endpoints are idle.
On	One or more of the subscriber’s endpoints are busy.
Blinking Rapidly	One or more of the subscriber’s endpoints are ringing.
Blinking Slowly	The subscriber is not currently available for calls (as specified by the subscriber’s current status).

\* Bridged Line Appearance must be enabled by your system administrator. If enabled, refer to the Help section provided in Inter-Tel Personal Communicator for Web for instructions to enable Bridged Line Appearance feature buttons. Contact your system administrator for more information.



# Voice Mail Features

## ABOUT VOICE MAIL

### NOTE

See [page 11](#) in the *Getting Started* section to set up your voice mail account and to select and record personal greetings.

Voice mail is an electronic mailbox that usually corresponds to your extension number. However, you can have a mailbox that does not correspond to an extension (for agents or other personnel who do not have a permanent office).

Your mailbox may also include an E-Mail Reader and Automatic Speech Recognition (ASR), which are advanced voice mail features.\* E-Mail Reader accesses your e-mail through your voice mail account, allowing you to “hear” your e-mail (see [page 55](#)). You can also save, delete, or forward fax messages using E-Mail Reader.

ASR allows you to issue voice commands instead of pressing dialpad buttons when accessing voice mail options.

When using ASR, follow these guidelines for best results:

- **Use the handset when issuing voice commands.** External microphones pick up background noise, which may cause misinterpreted voice commands.
- **Do not say “Pound” or “Hash” when using ASR.** The silence that follows your voice command replaces the **#** button.
- **Use the dialpad buttons when recording a message.** Because ASR is disabled while recording a message, your recording will include any voice commands.
- **Use the dialpad buttons when entering mailbox and E-Mail Reader passwords.** To prevent your password from being heard by others, you cannot use ASR.

### NOTE

If the system fails to understand an ASR command three times in a row, it will ask if you want to press **\***  to transfer to the dialpad button menu.

### To temporarily disable ASR:

1. Access your mailbox (see [page 48](#)).
2. In the main menu, press **8** or say “Disable” to disable ASR for the current call.

### To enable ASR after disabling it:

1. Press **\***  until you return to the main menu.
2. Press **8** to enable ASR.

\* ASR and E-Mail Reader may or may not be enabled for your system. Contact your system administrator for more information.

## MAILBOX FEATURES

Some of the following features may not be enabled for your system. Contact your system administrator for more information.

### Accessing Your Mailbox

Contact your voice mail administrator for the system voice mail and message notification/retrieval (MNR) numbers. The system voice mail number provides access to all voice mail features. The MNR number is used to access messages only.

#### TIP

To avoid entering your password each time you access your mailbox, you can use Inter-Tel Personal Communicator for Web to enable Auto Logon settings (Options tab - Preferences [Edit] - **Voice Portal**).

**To access your mailbox using the system voice mail number:** Dial the system voice mail number, press **\***, and then enter your password. Press **#** to accept the entry.

**To access your mailbox using the MNR number:** Dial the MNR number, and then enter your password. Press **#** to accept the entry.

**To access your mailbox from another system endpoint:** Dial either number as described above. Press **\*** when prompted for your password. Then enter your mailbox number and password. Press **#** to accept the entry.

### Listening to Voice Mail Messages

You can listen to all messages or you can select a specific (new) message.

**To listen to all voice mail messages:** Access your mailbox (see above), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 54](#) (without E-Mail Reader) or [page 58](#) (with E-Mail Reader) for the step sequence.

**To listen to a specific voice mail message** (Message button and lamp are flashing):

1. While the handset is on-hook, press **MESSAGE** or the **VIEW MESSAGE** menu button. Then lift the handset if desired.
2. Press the **>>/<<** menu button or **⏮ ⏭** to scroll through the messages.
3. Press the **LISTEN** menu button or **#** to connect to your mailbox, enter your password, and then press **#**.

### Re-recording or Changing Your Directory Name

You can re-record or change your mailbox directory name.

**To re-record or change your directory name:** Access your mailbox (see above), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 54](#) (without E-Mail Reader) or [page 58](#) (with E-Mail Reader) for the step sequence.

## Changing Your Voice Mail Password

You can change your voice mail password. Your voice mail password is also your personal identification number (PIN), which is used for the following system features:

- Voice mail password (see [page 11](#))
- Unlocking your endpoint (see [page 30](#))
- Hot Desking (see [page 33](#))
- Inter-Tel Personal Communicator for Voice (see [page 39](#))
- Advanced hunt groups (see [page 43](#)).

### NOTE

Changing your voice mail password also changes your PIN.

### To change your mailbox password:

1. Access your mailbox (see [page 48](#)).
2. Press **4** to select the Personal Options menu.
3. Press **3** to select the Password menu.
4. Enter the new password (4 to 12 numeric digits), and then press **#**.
5. Press **#** to accept the password, or press **3** to erase and re-enter the password.

## Changing the Message Search Order

You can change the order in which you retrieve your new and saved messages based on the date and time in which they are received. When more than one message is left in your mailbox, the search order can be configured as first in/first out or last in/first out. If E-Mail Reader is enabled for your mailbox, changing the message search order applies to your voice mail, e-mail, and fax messages.

When you call the system voice mail number to access your mailbox, by default your messages are prioritized as first in/first out. However, when you use a Message button to access your mailbox to listen to a specific message, by default your messages are prioritized as last in/first out. To synchronize your account, change the message search order to last in/first out (see below).

### NOTE

If you do not change your message search order to last in/first out, you may hear the “There are no further messages” prompt even when you have additional messages.

**To change the message search order:** Access your mailbox (see [page 48](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 54](#) (without E-Mail Reader) or [page 58](#) (with E-Mail Reader) for the step sequence.

## Changing Your Message Envelope

When you receive a voice mail (or an e-mail or fax message if applicable), an “envelope” is played. The envelope contains the information about the message, including:

- **Time and Date:** The time and date the message was received
- **Source:** The source of the voice mail, e-mail, or fax message
- **Length:** The length of the message (voice mail messages only)
- **Subject:** The text in the subject field (e-mail messages only)
- **Pages:** The number of pages included (faxes only)

By default, all envelope options are enabled for each type of message. However, you can change your envelope options to select options, or you can disable the message envelope entirely.

**To change your message envelope:** Access your mailbox (see [page 48](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 54](#) (without E-Mail Reader) or [page 58](#) (with E-Mail Reader) for the step sequence.

## Recording and Sending Voice Mail Messages

You can record and send voice mail messages by using the record option on the mailbox main menu. You can also use the Messaging feature to send voice mail messages (see [page 26](#)).

**To record and send a voice mail message:**

Access your mailbox (see [page 48](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 54](#) (without E-Mail Reader) or [page 58](#) (with E-Mail Reader) for the step sequence.

### NOTE

If E-Mail Reader is enabled for your mailbox, you can send a recorded message as a reply to an e-mail. The recorded message is attached to the sent e-mail as an audio file.

## Canceling Unheard Voice Mail Messages

You can cancel unretrieved voice mail messages that you have sent to other subscriber’s mailboxes. You cannot cancel unheard messages sent to call groups or hunt groups.

**To cancel unheard voice mail messages:** Access your mailbox (see [page 48](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 54](#) (without E-Mail Reader) or [page 58](#) (with E-Mail Reader) for the step sequence.



## Using Special Delivery Options

You can add special delivery options to voice mail messages sent to other subscribers. The following options are available after recording the message:

- **Private:** This prevents the recipient from forwarding it to other subscribers.
- **Certified:** When the recipient listens to the message, you receive a receipt notice.
- **Priority:** This places your message ahead of all other waiting messages in the receiving mailbox.

**To use special delivery options:** Access your mailbox (see [page 48](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 54](#) (without E-Mail Reader) or [page 58](#) (with E-Mail Reader) for the step sequence.

## Recovering Deleted Voice Mail Messages

You can retrieve deleted voice mail messages within a specific time frame before they are erased from the system (the time frame is programmed by your system administrator). Any retrieved messages are then restored as saved messages in your mailbox. If E-Mail Reader is enabled for your mailbox, you can also recover deleted e-mail and fax messages.

**To recover deleted voice mail messages:** Access your mailbox (see [page 48](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 54](#) (without E-Mail Reader) or [page 58](#) (with E-Mail Reader) for the step sequence.

## Searching for a Voice Mail Contact

**To search for a voice mail contact:**

Access your mailbox (see [page 48](#)) and then follow the voice menu prompts. You can also search for a contact using the contact lists (see [page 38](#)).

## Screening Calls

You can screen outside calls that are transferred to you from the system Auto Attendant. Calls can be transferred using the following methods:

- **Unannounced Calls:** Calls are sent directly to your extension.
- **Announce-Only Calls:** Before Auto Attendant transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear “You have a call from (caller’s name).” Then the call is sent to your extension.
- **Screened Calls:** Before Auto Attendant transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear “You have a call from (caller’s name).” You can then choose whether or not to accept the call.

After receiving a screened call, you have the following options:

- Press **#** or say “Accept” to accept the call.
- Press **1** or say “Replay” to replay the announcement.
- Press **2** or say “Voice Mail” to send the call to voice mail.
- Press **3** or say “Forward,” and then dial the extension number to forward the call to another extension.
- Press **\*** or say “Refuse” to refuse the call.

**To change the call screening transfer method:** Access your mailbox (see [page 48](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 54](#) (without E-Mail Reader) or [page 58](#) (with E-Mail Reader) for the step sequence.

## Programming Remote Messaging

### NOTE

Remote Messaging is supported for voice mail messages only. If E-Mail Reader is enabled for your mailbox, you cannot use Remote Messaging for e-mail and fax messages.

Using Remote Messaging, you can program voice mail to call you when your mailbox receives new voice mail messages.\* Using “cascade levels,” a series of up to nine phone numbers, the voice mail system will call each number until it successfully connects to a device (for example, a pager or cell phone).

You can use primary and alternate cascades to program messages for different time periods. For example, you can use a primary cascade to notify you of new voice mail messages from 5:00 P.M. to 10:00 P.M. on weekdays. You can also use an alternate cascade to notify you of new messages on weekends. See [page 53](#) to set up Remote Messaging.

---

\* Remote messaging may or may not be enabled for your system. Contact your system administrator for more information.

### To set up Remote Messaging for voice mail messages:

1. Access your mailbox as described on [page 48](#).
2. Press **4** or say “Personal” to select the Personal Options Menu.
3. Press **5** or say “Remote” to select Remote Messaging.
4. Select one of the following options:
  - Press **1** or say “Primary” to set up a primary cascade.
  - Press **2** or say “Alternate” to set up an alternate cascade.
5. Press **1** or say “Level,” and then enter or say the number (1 to 9) of the level you want to program. Then select one of the following options:
  - **To set up or change an extension or outside number:** Press **2** or say “Number,” and then select one of the following options:
    - Press **1** or say “Internal” for an extension number, and then say or enter the number.
    - Press **2** or say “Outside” for an outside number, and then say or enter the number.
  - **To set up or change pager notification, select one of the following options:**
    - Press **1** or say “Pager.”
    - Press **2** or say “Personal.”

Then press **1** or say “Change” to enable or disable the number.

6. Press **3** or say “Days,” and then select one of the following options:
  - Press **1** or say “Weekdays” for Monday through Friday.
  - Press **2** or say “Days” for all days.
  - Press **3** or say “Days” to select individual days. You are prompted to say or press numbers 1 to 7 which correspond to the days Sunday through Saturday.
7. Press **2** or say “Time.” Then say or enter the times you want the message notification to start and stop. Enter or say the times with two digits for the hour and two digits for the minutes (for example, 0900 = 9:00 A.M.). If entering the time in 12-hour format:
  - Press **1** or say “AM” for A.M.
  - Press **2** or say “PM” for P.M.

For 24-hour notification, program the starting and ending times to be the same.

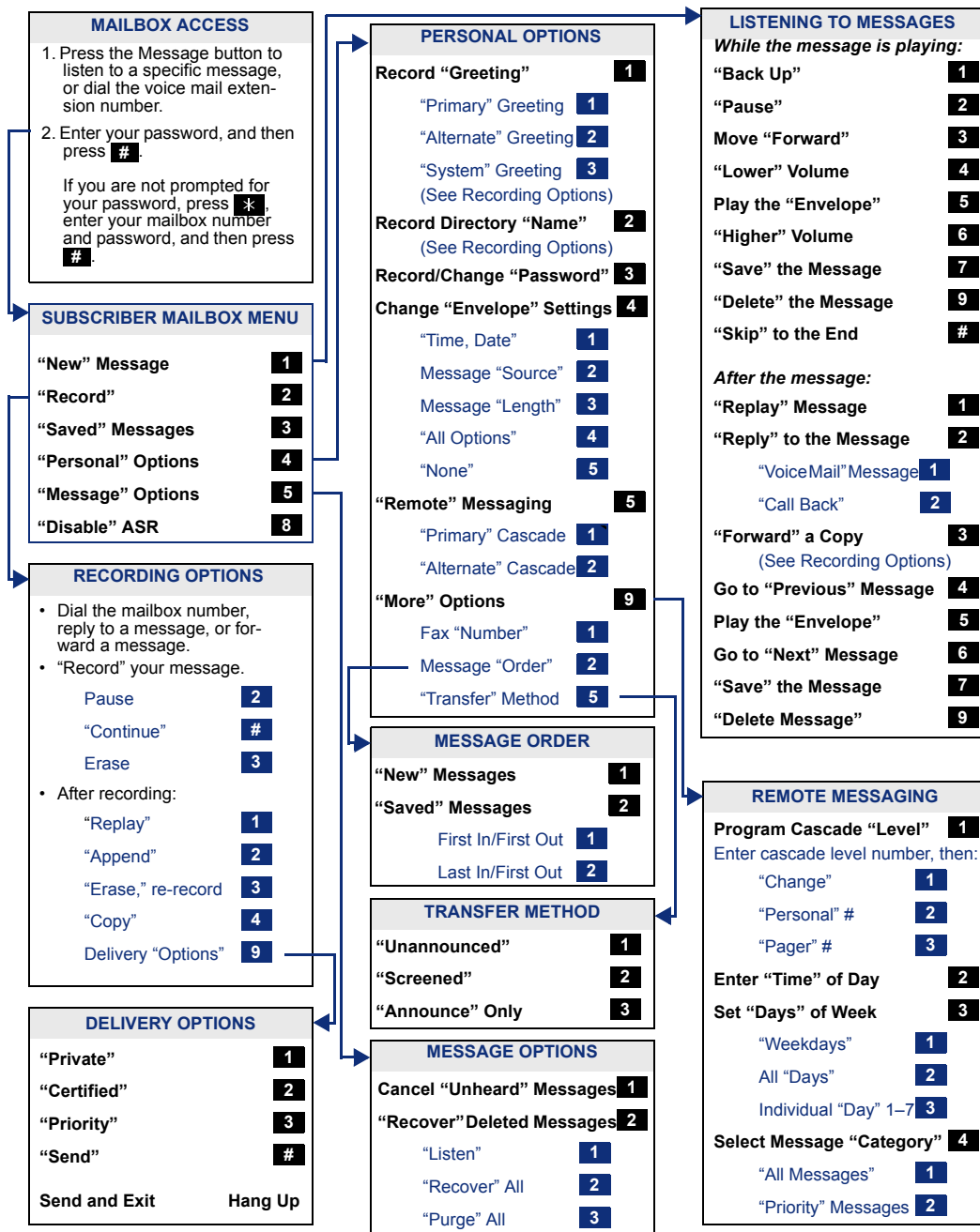
8. Press **4** or say “Category.” You have the following options:
  - Press **1** or say “All Messages” for all messages.
  - Press **2** or say “Priority” for priority messages only.
9. Press **#** or hang up to save the settings and exit.

#### NOTE

If the system is unable to reach you using Remote Messaging, you will receive a voice mail message stating that notification could not be completed.

# VOICE MAIL FLOWCHART (WITHOUT E-MAIL READER)

In most menus, you can press **\*** or say "Cancel" to return to the previous menu, or press **#** or say "Accept" to accept the option.



## E-MAIL READER

Using E-Mail Reader, you can access voice mail, e-mail, and fax messages from your mailbox.\* E-Mail Reader uses Text-to-Speech (TTS) to convert the text in an e-mail message to an audio file. After you listen to your message, you have the same options for saving, forwarding, deleting, etc. as in voice mail.

When you reply to an e-mail message, you are prompted to record a message, and then your reply is sent as an audio file attachment in an e-mail to the receiver. If the e-mail has multiple recipients, you have the option of replying to just the sender or to all of the recipients. When you forward an e-mail message, the e-mail is converted to a fax and forwarded to the fax destination number you specify.

E-Mail Reader does not distinguish between e-mail messages and meeting invitations and responses. Therefore, e-mail messages and meeting messages (including invitations, cancellations, and responses) can be accessed from your mailbox.

### NOTES

You cannot forward an e-mail message to a voice mailbox or group list. When you forward an e-mail message, the e-mail is converted to a fax and forwarded to the fax destination number that you specify.

If an e-mail message includes a hyperlink, E-Mail Reader will read the hyperlink as text.

## Entering Your E-Mail Password

You may be prompted to enter your E-Mail Reader account password (usually your network password) whenever you or your voice mail administrator set up your e-mail account mailbox or change your e-mail password.

Use the following tips when entering your e-mail password:

- If enabled, do not use Automatic Speech Recognition (ASR). To prevent others from overhearing your password, use the dialpad buttons on your endpoint to set up your e-mail password.
- Enter password characters correctly. E-mail passwords are case-sensitive and can contain special characters. Your entry must match the case and characters exactly. If necessary contact your voice mail administrator for assistance.

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\* E-Mail Reader may or may not be enabled for your system. Contact your system administrator for more information.

**To enter your e-mail password:****NOTES**

To repeat menu instructions, say “Help” or press **0** at any time.

If you enter an incorrect password, or if you choose to skip setting a new E-Mail Reader password, the Main Menu E-Mail Reader Count option (see [page 57](#)) is automatically disabled to prevent having to hear the invalid password prompt for each subsequent login and to protect against being locked out of your e-mail account.

1. Access your mailbox as described on [page 48](#). The system announces that it was unable to retrieve your e-mail and fax messages, and gives you the following options:
  - Press **#** or say “Continue” to access voice mail only.
  - Press **1** or say “Password” to enter your new e-mail password.
  - Press **2** or say “Help” for a description of special character locations.

When prompted, enter your e-mail password using the dialpad buttons. The number of times you press a button determines which character is entered, as shown in the following table. Press **◀ MUTE** to move the cursor backward (deleting the last character entered), or press **FORWARD ▶** to move the cursor forward.

	NUMBER OF TIMES BUTTON IS PRESSED (IN ALPHA MODE)												
BUTTON	1	2	3	4	5	6	7	8	9	10	11	12	13
<b>1</b>	1	!		'	:	;	,	/	\	>	<	)	(
<b>2</b>	A	B	C	2	a	b	c						
<b>3</b>	D	E	F	3	d	e	f						
<b>4</b>	G	H	I	4	g	h	i						
<b>5</b>	J	K	L	5	j	k	l						
<b>6</b>	M	N	O	6	m	n	o						
<b>7</b>	P	Q	R	S	7	p	q	r	s				
<b>8</b>	T	U	V	8	t	u	v						
<b>9</b>	W	X	Y	Z	9	w	x	y	z				
<b>0</b>	0	.	@	#	*	-	_	&	%	=	\$	~	+

2. Your new password is played. You have the following options:
  - Press **#** or say “Accept” to accept the password.
  - Press **3** or say “Re-enter” to erase and re-enter the password.

## Using Main Menu E-Mail Reader Count

After you set up your E-Mail Reader account, the system announces the number of voice mail, e-mail, and fax messages you have each time you access your mailbox before you can listen to your messages. The voice prompt that indicates the number of **e-mail** and **fax** messages is the “Main Menu E-Mail Reader Count” option. (Voice mail message prompts are not included in Main Menu E-Mail Reader Count and will always be played when you access your mailbox.)

You can disable the Main Menu E-Mail Reader Count option in your mailbox. Disabling the Main Menu E-Mail Reader Count option defers e-mail and fax prompts **until** you select the E-Mail or Fax message option from the main menu. Disabling Main Menu E-Mail Reader Count does not disable E-Mail Reader. It only defers the voice prompts until the appropriate option is selected.

### To disable or enable the Main Menu E-Mail Reader Count option:

1. Access your mailbox as described on [page 48](#).
2. Press **4** or say “Personal” to select the Personal Options menu.
3. Press **9** or say “More” to select More Options.
4. Press **4** or say “E-Mail Reader Count” to select the E-Mail Reader Count toggle option.
5. *If E-Mail Reader Count is **enabled**, press **1** or say “Disable” to disable.*  
*If E-Mail Reader Count is **disabled**, press **1** or say “Enable” to enable.*

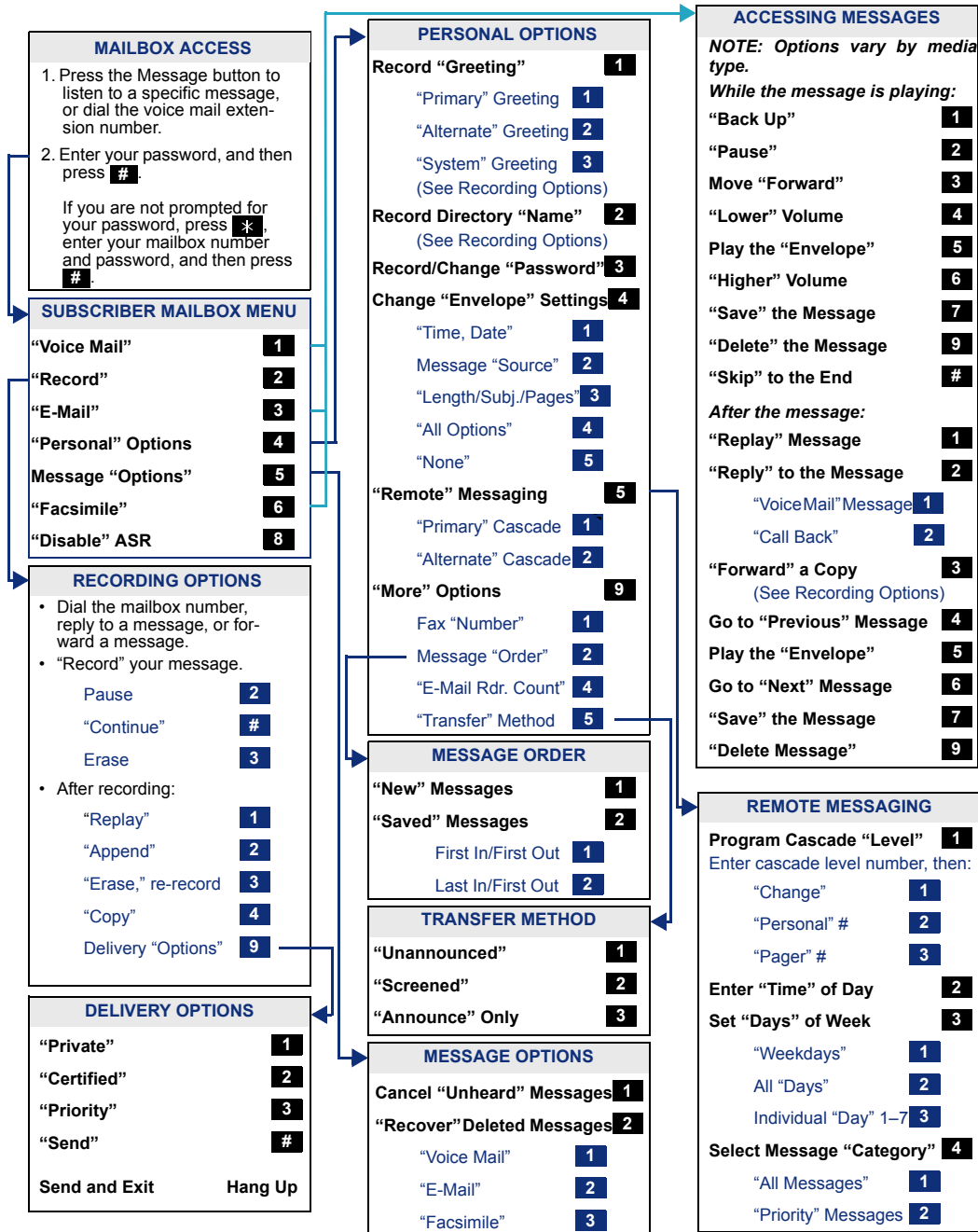
## Accessing Fax Messages

When you access a fax message, E-Mail Reader announces the fax message according to the envelope option (see [page 50](#)). Because a fax message is received by your e-mail account as an image attachment, E-Mail Reader cannot read the text in a fax. To view the fax and read it, you must access it from your e-mail account. However, you can save, delete, and forward a fax to a fax number that you specify.

**To access fax messages or program a fax number:** Access your mailbox (see [page 48](#)), and then follow the voice commands and use the Voice Mail flowchart on [page 58](#) for the step sequence.

# VOICE MAIL FLOWCHART (WITH E-MAIL READER)

In most menus, you can press **\*** or say "Cancel" to return to the previous menu, or press **#** or say "Accept" to accept the option.





# Troubleshooting Tools

This section includes information to help solve problems that you may be experiencing with your endpoint. Refer to this section before contacting your provider or system administrator. Troubleshooting topics include:

- **Contact information:** Provides information about system administrator contacts.
- **Troubleshooting tables:** Present possible problems and suggest methods to solve them.
- **Feature and access code tables:** Provide feature and access codes used with the Inter-Tel 7000 system.

## CONTACT INFORMATION

Contact the appropriate administrator (system, voice mail, or network) first with questions that are not covered in this user guide. If you need further assistance, contact your local authorized Inter-Tel® provider. Providers' contact information can be found on the Inter-Tel Web site at [www.inter-tel.com](http://www.inter-tel.com). Inter-Tel sales, service, and support are best supported at the local level.



Your system administrators can help you with many of the questions that you may have regarding using your endpoint, such as changing your settings or modifying endpoint features. Types of administrators are as follows:

- **System Administrator:** Performs certain Inter-Tel 7000 system functions, including:
  - Adding new user accounts
  - Setting the date and time
  - Programming System speed dial numbers
  - Making database changes, such as changing user names and extension numbers
- **Voice Mail Administrator:** Performs tasks associated with the voice mail system, including:
  - Adding new voice mail accounts
  - Performing mailbox maintenance
  - Customizing voice mail prompts
- **Network Administrator:** Performs network-related tasks

If you are a system administrator or if you need additional information not covered in this user guide, refer to your system administrator guide (part number 590.8000) or contact your local provider for more information.

## TROUBLESHOOTING TIPS

The table below includes troubleshooting tips for endpoint and system features. The table on [page 63](#) includes tips for voice mail features. Refer to the tables before contacting your system administrator or local Inter-Tel provider.

TROUBLESHOOTING TIPS – ENDPOINT AND SYSTEM FEATURES	
PROBLEM	SOLUTION
The endpoint is not working properly.	Reset the endpoint (see <a href="#">page 10</a> ). If the endpoint continues to fail, contact your system administrator.
I cannot use one or more of the features described in this guide.	The feature may not be enabled. Contact your system administrator for more information.
I am unable to enter time or date information for my status settings.	The “Prompt me for additional descriptive text each time I choose this status” in the Status section of Inter-Tel Personal Communicator for Web may need to be enabled.
I cannot program System speed-dial numbers.	System speed dial numbers are programmed by the system administrator.
I cannot change the time and date on the endpoint display.	The time and date are set by the system administrator. Contact your system administrator if you notice that the date and time are incorrect.
I am experiencing audio problems on my endpoint such as echo, distorted sound, or choppiness.	Contact your system administrator if you are having audio problems.
My endpoint is located in my home, I use a cable modem, and I cannot download new firmware upgrades.	Unplug the endpoint from the router and plug it directly into the cable modem, bypassing the router completely. After downloading the upgrades, you can reconnect the endpoint to the router.
I cannot route calls with the endpoint.	Use Inter-Tel® Personal Communicator for Web to enable or modify call routing.
I don't have any messages, but the Message lamp continues to flash.	Press  <b>5</b> <b>2</b> <b>3</b> to disable the lamp. (This works only if there are no messages and a system error is causing the lamp to flash.)
My status changes automatically, and I don't know why.	<p>Your status may be set to change when your personal computer is idle or when an event scheduled in your Microsoft® Outlook® calendar changes your status “map” settings.</p> <p>To check the idle setting: From the system tray, right-click on , and then click Options - Status (tab). Then check the setting in the <b>When my computer becomes idle</b> panel.</p> <p>To check the calendar “map” settings: From Inter-Tel Personal Communicator for Web, click Options (tab) - Preferences (Edit) - <b>Calendar Status Triggers</b>.</p>

TROUBLESHOOTING TIPS – ENDPOINT AND SYSTEM FEATURES	
PROBLEM	SOLUTION
I am unable to see my Inter-Tel Personal Communicator toolbar(s) in Microsoft® Outlook®.	<p>Right-click in the toolbars area of Outlook. If the toolbars are available in the list, select the appropriate toolbar(s) you want to display. If they are not listed, try using the following method:</p> <ol style="list-style-type: none"> <li>1. From the Microsoft Outlook Help menu, select “About Microsoft Outlook.”</li> <li>2. On the About window, click the “Disabled Items” button.</li> <li>3. On the resulting window, select Inter-Tel Personal Communicator for Outlook, and then click Enable.</li> <li>4. Close the window and restart Outlook.</li> </ol> <p>If the toolbars are still not visible, contact your system administrator or refer to <a href="http://support.microsoft.com/kb/329098/EN-US/">http://support.microsoft.com/kb/329098/EN-US/</a>.</p>
<p>I get the following error message:</p> <div>INVALID FEATURE CODE</div>	The feature code entered does not exist. Retry using the correct feature code (see <a href="#">page 65</a> ).
<p>I get the following error message:</p> <div>FEATURE NOT ENABLED</div>	Your system does not support the feature or the feature is disabled. Contact your system administrator for more information.
<p>I get the following error message:</p> <div>FEATURE ACCESS DENIED</div>	Your system does not support the feature or the feature is disabled. Contact your system administrator for more information.
<p>I get the following error message:</p> <div>CANNOT ACCESS FEATURE</div>	The feature is enabled but other feature-related conditions were not met. Retry making sure that all feature-related conditions are met.
<p>I get the following error message:</p> <div>FEATURE ACCESS BLOCKED</div>	The feature is enabled but other feature-related conditions were not met. Retry making sure that all feature-related conditions are met.
<p>I get the following error message:</p> <div>INVALID DESTINATION</div>	The extension number entered does not exist. Retry using a valid extension number.
<p>I get the following error message:</p> <div>NETWORK ERROR</div>	A network connection error occurred. Reset the endpoint (see <a href="#">page 10</a> ). If the endpoint does not work properly after resetting, contact your system administrator.

TROUBLESHOOTING TIPS – ENDPOINT AND SYSTEM FEATURES	
PROBLEM	SOLUTION
I get the following error message: <div>INVALID LICENSE</div>	The system licensing is not configured properly. Contact your system administrator for assistance.
I get the following message: <div>REMOTE SURVIVABILITY ON</div>	Remote Survivability mode is enabled. The following features will work in Remote Survivability mode: <ul style="list-style-type: none"><li>• Place and answer intercom and outside calls</li><li>• Place emergency calls (if a Session Initiation Protocol [SIP] gateway is enabled for your system)</li><li>• Transfer calls</li><li>• Place conference calls</li><li>• Send calls to (forward)</li><li>• Place calls on hold</li><li>• Page subscribers</li><li>• Redial calls</li><li>• Use Last Call Return</li><li>• Send and receive text messages</li><li>• Send, delete, and forward voice mail messages</li></ul>

TROUBLESHOOTING TIPS – VOICE MAIL FEATURES	
PROBLEM	SOLUTION
I cannot use one or more of the voice mail features described in this guide.	Your system may not support the feature, or your system administrator may not have enabled the feature. Contact your voice mail administrator for more information.
I get a “Mailbox almost full or full” message.	No new messages can be received until waiting or saved messages are deleted.
I get a “Mailbox quota grace limit reached” message.	The voice mail system grace limit has reached its capacity. This feature allows a mailbox to “overfill” beyond normal capacity. When the quota grace limit has been reached, this announcement is played. Contact your voice mail administrator for assistance.
My e-mail password has expired for my e-mail client and I have to change it. Do I also have to update it for my mailbox?	If you change your e-mail password, you will be prompted to update it for E-Mail Reader. See <a href="#">page 55</a> for additional information about entering your e-mail password.
I cannot retrieve deleted messages.	Voice mail may have erased your message. After a programmed amount of time has lapsed, voice mail automatically erases all deleted messages (see <a href="#">page 51</a> ). If you attempted to undelete a voice mail within this time frame but you were unsuccessful, your voice mail system may not have sufficient space enabled to store deleted messages.
I do not have e-mail and fax messages in my mailbox.	If your mailbox is does not have E-Mail Reader, (see <a href="#">page 55</a> ), you will not receive e-mail and fax messages. Contact your voice mail administrator to determine if E-Mail Reader is enabled for your mailbox.
I get the wrong response when I try to complete a task by saying a command.	Several factors affect the system response to voice commands. One reason the system may not be responding to voice commands is that Automatic Speech Recognition (ASR) is not enabled on your system. If your system’s voice prompts do not include the option to “say” a command, then ASR is not enabled. See <a href="#">page 47</a> for additional ASR guidelines.
I cannot set the number of rings before a call is sent to voice mail.	This feature is set by the system administrator.

## DEFAULT ACCESS CODES

The following are default system access codes.

### Outside Line Access Codes

ACCESS CODE NAME	ACCESS CODE	NEW CODE
Emergency Call (Default)	911 (999/112 Europe)	
Outgoing Call (Default)	9	

### Speed Dial and Attendant Access Codes

ACCESS CODE NAME	ACCESS CODE	NEW CODE
Station Speed Dial	01 to 19	
System Speed Dial	200 to 299	
Attendant	0	

## FEATURE CODES

The following are default system feature codes and may be changed by your system administrator. If you are notified that a feature code has been changed, record the new code in the “New Code” column for reference.

FEATURE NAME	DEFAULT CODE	NEW CODE
Agent Help Request	84	
Agent Help Reject	62	
Annoyance Call Trace	57	
Auto Answer Incoming – Off	430	
Auto Answer Incoming – On	431	
Auto Answer Incoming – On/Off	432	
Auto Answer Outgoing – Off	380	
Auto Answer Outgoing – On	381	
Auto Answer Outgoing On/Off	382	
Automatic Line Answer – Off	320	
Automatic Line Answer – On	321	
Automatic Line Answer – On/Off	322	
Auto Redial	35	
Background Music – On/Off	51	
Barge-In	81	
Billing Code – Enable	50	
Call Log – Incoming Calls	412	
Call Log – Missed Calls	411	
Call Log – Outgoing Calls	413	
Call Log – Select Type	410	
Call Park	98	
Call Park Pick Up	99	
Caller ID – On/Off	34	
Clear Alarm – Current	631	
Clear Alarms – All	630	
Conference	55	
Contacts – Browse Groups	302	
Contacts – Company	304	
Contacts – Directory	305	

FEATURE NAME	DEFAULT CODE	NEW CODE
Contacts – Personal	303	
Contacts – Search	301	
Contacts – Select Type	300	
Direct Account Access	97	
Direct Endpoint Access	96	
Directed Call Pickup	53	
Display User Info/Time/Date	65	
Group Call Pickup	54	
Group Listen – Off	490	
Group Listen – On	491	
Group Listen – On/Off	492	
Headset – Off	400	
Headset – On	401	
Headset – On/Off	402	
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Hunt Group – Log In/Log Out	882	
Hunt Group – Wrap Up Terminate	86	
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Location Validation	611	
Lock Endpoint	31	
Message Menu	521	
Mute – On/Off	33	
Off-Hook Voice Announce	59	
Outbound Caller ID – Block	67	
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FEATURE NAME	DEFAULT CODE	NEW CODE
Personal Assistant	64	
Queue (Callback) Request	44	
Reach Me – At My Desk	561	
Reach Me – Browse	560	
Reach Me – Follow Rules	564	
Reach Me – Forward To	563	
Reach Me – Voice Mail	562	
Record-A-Call	85	
Record-A-Memo	58	
Redial	00	
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Silent Monitor	80	
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